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User Guide

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Patent pending. This product also is licensed under United States patent 6,058,304.

Use of this device requires providing a valid email address, mobile phone number, and related information for account setup and activation. A data plan is also required. An unlimited usage data plan is strongly recommended or additional data charges may apply.

Open Source License information

You can view the Open Source License terms on your phone. Tap the center of the gesture area and then tap the Launcher icon. Swipe left until the **PDF View** icon appears. Tap **PDF View** and then tap **Open Source Information.pdf**.

You can also view the file on your computer. Connect your phone to your computer with the **USB cable**. On your phone, tap **USB Drive**. On your computer, locate and double-click the removable drive named for your phone. To locate the drive, do the following for your operating system:

- Windows Vista/Windows 7: Open **Computer**.
- Windows XP: Open **My Computer**.
- Mac: Open **Finder**.
- Linux (Ubuntu): The drive is displayed on the desktop.
- Other Linux distribution: The location of the drive may vary by system.

After you open the drive, double-click the file **Open Source Information.pdf**.

Recycling and disposal

This symbol indicates that Palm products should be recycled and not be disposed of in unsorted municipal waste. Palm products should be sent to a facility that properly recycles electrical and electronic equipment. For information on environmental programs visit palm.com/environment or recyclewirelessphones.com/.

As part of Palm's corporate commitment to be a good steward of the environment, we strive to use environmentally friendly materials, reduce waste, and develop the highest standards in electronics recycling.

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Contents

Chapter 1 Welcome

8 Your Palm® Pre™ 2 phone
9 What's in the box?
10 Where can I learn more?

Chapter 2 Basics

12 Get to know your phone
16 Set up your phone
17 Charge the battery
18 Turn the phone on/off
21 Use gestures: tap, swipe, drag, flick, pinch
27 Update the Palm® webOS™ operating system

Chapter 3 Just Type

30 Just Type overview
30 Get in touch with a contact
31 Search the web
31 Find information in an application on your phone
32 Create a new item such as a message or memo
33 Open an application
34 Customize Just Type

Chapter 4 Work with applications

38 Open applications
39 Work with applications
44 Use the menus
46 Enter and save information
50 Create and work with favorites
51 Manage online accounts
52 View and work with notifications

Chapter 5 Copy files and sync your personal data

56 Copy files between your phone and your computer
57 Overview: Get your personal data onto your phone
59 Transfer data from an old phone
59 Export data from a desktop organizer on your computer
60 Get data from an online account in the cloud
61 Sync your desktop organizer and your phone

Chapter 6 Phone

64 Make calls
68 Receive calls
69 Use voicemail
69 What can I do during a call?
73 What's my number?
73 View your call history
74 Work with favorites
76 Save a phone number to Contacts
76 Use a phone headset
78 Customize phone settings

Chapter 7 Email, text, multimedia, and instant messaging

84 Email
96 Messaging

Chapter 8 Contacts, Calendar, and other personal information

110 Contacts
121 Calendar
128 Tasks
132 Memos
134 Clock
136 Calculator
136 Facebook

Chapter 9 Photos, videos, and music

140 Camera
141 Photos
146 Videos
149 YouTube
150 Music
153 Amazon MP3

Chapter 10 Web and wireless connections

158 Wi-Fi
161 Palm mobile hotspot
164 VPN
167 Web
173 Location Services
174 Google Maps
175 VZ Navigator℠
179 Bluetooth® wireless technology
181 Use your phone as a modem

Chapter 11 Documents

184 Quickoffice® mobile office software
187 PDF View

Chapter 12 App Catalog

192 Browse applications in App Catalog
193 Download a free application
193 Buy an application
194 Manage applications
194 Update a downloaded application from a notification
194 Manually check for application updates
195 Set up a billing account
195 Update or delete a billing account

Chapter 13 Preferences

198 Backup
202 Date & Time
203 Device Info
206 Regional Settings
207 Screen & Lock
209 Sounds & Ringtones

Chapter 14 Troubleshooting

214 6Ts: Six ways to get your Palm® Pre™ 2 phone working again
216 For users of other Palm® devices
217 Palm profile
220 Battery
224 Screen and performance
226 Phone
227 Hands-free devices
228 Synchronization
230 Sending and receiving data in Email, Messaging, and Web
231 Email

231 Messaging
232 Wi-Fi
232 Web
233 Calendar and Contacts
234 Camera
234 Photos, Videos, and Music
234 Amazon MP3
235 Transferring information to and from your computer
235 Backing up and restoring data
236 Updates
237 Transferring information from another Palm® webOS™ platform phone
237 Third-party applications
237 Making room on your phone

Glossary of Terms

Online accounts available for Palm® webOS™ phones

Specifications

Regulatory and Safety Information

Index

Welcome

Congratulations on the purchase of your Palm® Pre™ 2 phone.

In this chapter

8 Your Palm® Pre™ 2 phone
9 What's in the box?
10 Where can I learn more?

Your Palm® Pre™ 2 phone

In one compact and indispensable device, you now have all of the following:

- An advanced wireless phone running the Palm® webOS™ platform
- A full suite of organizer applications: Contacts, Calendar, Memos, and Tasks
- High-speed data transfer with EvDO (3G) and 1x support
- Wi-Fi capability
- A 5-megapixel digital camera
- GPS functionality
- Integrated text, multimedia, and instant messaging (IM)
- Tools to view and manage Microsoft Office and Adobe PDF files
- App Catalog, where you can download applications designed for your phone; select from an ever-expanding list of applications

Your Palm® Pre™ 2 phone puts Palm's new multitasking, gesture-based operating system, the Palm® webOS™ platform, inside a small, beautiful device with a keyboard that you can slide out whenever you need it. Here are a few highlights of your new phone.

Gestures: On your Pre 2 phone, you make calls, move around, and manage your applications and info by making simple gestures either on the touchscreen or in the gesture area directly beneath the screen. For more information, see Use gestures: tap, swipe, drag, flick, pinch. Carry the *Gesture Guide* (included in the box with your Pre 2 phone) around with you and you'll soon know all the gestures by heart.

Multitasking: You can have many applications open at once and easily move among them. Go to the Launcher to open apps. See the lineup of your open apps in Card view. Tap an app to bring it into the foreground and work with it. For more information, see Open applications.

Just Type: Need to call Ed? Just slide out the keyboard and type **ed**. If he's listed in your Contacts, you can get his numbers from the search results. Tap a number and you've made the call. Just Type works just as fast when you need to search the web, find info in an application on your phone, start an action such as creating an email message or memo, or update your status on social networking sites such as Facebook or Twitter. For more information, see Just Type.

The Palm® Synergy™ feature: The Palm® Synergy™ feature works in the background to gather your information from the various online sources where you keep it and then display that information in a single view on your phone. You can access your info quickly without having to remember where you stored it.

For example, suppose you have a Google account for personal email, contacts, and calendar events, and an Exchange account for your corporate email, contacts, and events. The Email, Contacts, and Calendar applications on your Pre 2 phone all provide a view in which you can see information from both of those accounts in one place—but even though the information is brought into one view, the sources of that information are kept separate. For more information, read about linked contacts, layered calendars, and the single inbox for your email in Contacts, Calendar, and Email.

NOTE See Online accounts available for Palm® webOS™ phones for the current list of online accounts that you can set up on your phone and for information about the behavior of these accounts.

Thanks also to the Synergy feature, in the Messaging application, all your conversations with the same person are grouped together in one chat-style view. If you start an IM chat with Ed, for example, you can continue the same conversation when Ed signs out of IM by sending him a text message—and you can see it all in the same view. For more information, see Messaging.

Sync: Your Pre 2 phone gives you synchronization without a cable. You can sync with online services so that you can store and sync your info in online accounts. For more information, see Get data from an online account in the cloud.

Your Palm profile: When you set up your phone, you create a Palm profile by entering a valid email address. Your profile gives you an account in which to create and store contacts and calendar events. It also gives you access to

services like automatic updates and automatic, frequent backups of any of your info that is stored only on your phone and isn't synchronized with an online account (see What information is backed up?).

WARNING Please refer to Regulatory and Safety Information for information that helps you safely use your phone. Failure to read and follow the important safety information in this guide may result in property damage, serious bodily injury, or death.

What's in the box?

All of the following items are included in the phone box.

Hardware

- Palm Pre 2 phone
- USB cable
- AC charger
- Standard lithium-ion battery (installed)
- 3.5mm stereo headset

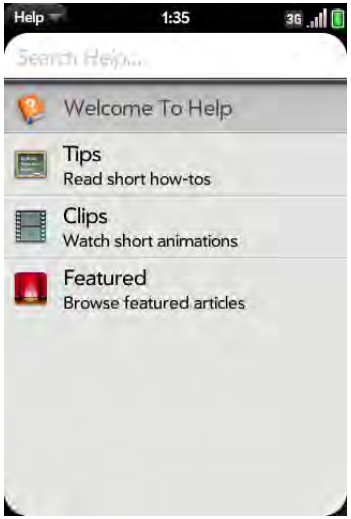
DID YOU KNOW? The USB cable is used both for charging your phone battery (see Charge the battery) and to connect your phone to your computer as a removable USB drive (see Copy files between your phone and your computer). To simplify charging and let you access additional phone features while charging, you can purchase a Touchstone™ charging dock (sold separately).

Print material

- *Getting Started* guide
- *Gesture Guide*
- Consumer Information About Radio Frequency Emissions and Responsible Driving
- Limited Warranty
- General User Guide: Important Safety and Legal Information

Where can I learn more?

- On-device Help: Read short how-tos and watch animations on your new phone.
  - To view all Help: Open **Help** .



  - To view Help topics for a single application: Open the application, open the application menu, and tap **Help**.

- Online start-up help: Visit palm.com/gettingstarted to view videos on basic topics such as managing info, transferring data, and maximizing battery life.
- Online support from Palm: Visit palm.com/support to edit your Palm profile, watch how-to animations, access a tool to help you export data from your desktop to your new phone (the Data Transfer Assistant, or DTA), and read comprehensive information about your phone.
- Customer service from Verizon Wireless: For questions about your mobile account or features, contact Verizon Wireless customer care.

Basics

You're about to discover the many things about your Palm® Pre™ 2 phone that will help you better manage your life and have fun, too. As you become more familiar with your phone, you'll want to personalize the settings and add applications to make it uniquely yours.

But first, read this chapter to learn about your phone and take the few easy steps to set it up and get it running. Then learn about the gestures that make moving around on your phone easy.

In this chapter

12 Get to know your phone
16 Set up your phone
17 Charge the battery
18 Turn the phone on/off
21 Use gestures: tap, swipe, drag, flick, pinch
27 Update the Palm® webOSTM operating system

Get to know your phone

Slide out the keyboard

- Hold the phone as shown below and gently push up.

Front view

1 **Earpiece**
2 **Touchscreen:** Tap and make other gestures directly on the screen. See Touchscreen.
3 **Volume**
4 **Gesture area:** Make the back gesture and begin other gestures here. See Use gestures: tap, swipe, drag, flick, pinch.
5 **Microphone**
6 **Keyboard:** See Use the keyboard.
7 **Charger/microUSB connector**

NOTE The volume you set for each individual audio component is saved automatically, whether the audio component is the earpiece of your phone, a wired headset, a wireless headset that uses Bluetooth® wireless technology, music heard through the speaker, music heard through a headset, and so on. When you return to using an audio component, the audio plays at the volume you left it the last time you used that component.

TIP Be careful not to scratch, crush, or apply too much pressure on the touchscreen. Do not store your phone in a place where other items might damage it. Do not use harsh chemicals, cleaning solvents, or aerosols to clean the phone or its accessories.

Keyboard

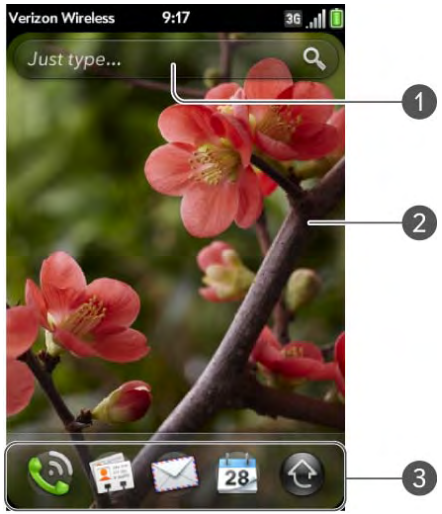
1 **Option:** Press to enter numbers, punctuation, and symbols that appear above the letters on the keys (see Enter alternate keyboard characters), or to move the cursor (see Text selection gestures).
2 **Shift:** See Enter uppercase letters and Text selection gestures.
3 **Space**
4 **Backspace**
5 **Enter:** Press to enter a line return (for example, in a memo or in an email message you are composing) or to accept information you entered in a field. See Enter information in a field.
6 **Sym:** Press to enter symbols and accented characters that don't appear on the keys. See Enter characters from the symbols table.

Touchscreen

The Launcher

1 **Application name:** Displays the name of the currently open application. Drag down over the app name to open the application menu.
2 **Launcher:** See Open an application in the Launcher.
3 **Connection icons:** Show the status of wireless service connections and battery strength (see Icons in the title bar). Drag down over the icons to open the connection menu.
4 **Page indicator:** Shows that there are Launcher pages to the right of the currently displayed page. Tap to move to the next page. You can also swipe right or left on the screen to move among Launcher pages.
5 **Page name:** Tap and hold to change the name (see Rename a Launcher page).
6 **Notification icons:** Show missed calls, new voicemail and email messages, and more. Tap the bottom of the screen to view notification details. See View and work with notifications.

Card view



1 **Just Type field:** Displays text you type to look for, create, or use information on your phone, without needing to go to a specific app. See Just Type.

2 **Wallpaper:** The background image in Card view and the Launcher. You can customize your wallpaper. See Change your wallpaper.

3 **Quick Launch:** Bar containing up to four icons for the apps you use most, plus an icon to open the Launcher. You can customize the apps that appear in Quick Launch. See Open an application in Quick Launch and Line up your favorite applications in Quick Launch.

Icons in the title bar

You can monitor the status of several items using icons at the top of the phone screen.

Table 1. Title bar icons and descriptions

Item	Description
	The battery is being charged.
	The battery is fully charged.
	The battery is low. See Charge the battery.
	Airplane mode is turned on. This means that the phone, Bluetooth® wireless technology feature, and Wi-Fi feature are off (incoming calls go to voicemail). See Turn wireless services off (airplane mode).
	Wi-Fi is turned on. The number of filled-in bars denotes signal strength. See Wi-Fi.
	The phone is searching for a Wi-Fi network.
	The phone is on. The number of filled-in bars denotes signal strength. See Turn wireless services on.
3G	Your phone is connected to a 3G data network and data is being transmitted over the network. See I can't tell if data services are available.
3G	Your phone is connected to a 3G data network. Data is not currently being transmitted over the network. See I can't tell if data services are available.
1x	Your phone is connected to a 1x data network. Data is not currently being transmitted over the network. See I can't tell if data services are available.
1x	Your phone is connected to a 1x data network and data is being transmitted over the network. See I can't tell if data services are available.
Verizon Wireless	Your phone is on and connected to the Verizon Wireless network.

Table 1. Title bar icons and descriptions

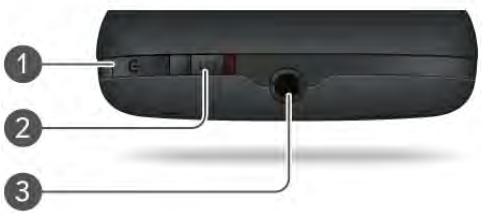
Item	Description
Searching.	The phone is searching for the Verizon Wireless network.
No Service	The Verizon Wireless network is not available.
	Bluetooth® wireless technology is turned on. See Bluetooth® wireless technology.
	A Bluetooth connection is in progress.
	A Bluetooth connection has been made.
	Your phone is performing a search on the characters you entered. If you are in Card view or the Launcher, your phone conducts a global search on your phone (see Just Type). If you are in an application such as Contacts or Memos, your phone searches for items within the app that match the search term you entered.
	Your phone is in roaming coverage. See Set roaming and data usage preferences.
	TTY is turned on. See Turn TTY/TDD on/off.

Back view

The back cover of your Pre 2 phone is compatible with the Palm® Touchstone™ charging dock (sold separately).

1 Camera flash
2 Camera lens
3 Speaker

Top view



1 **Power:** Press to wake up or turn off the screen. Press and hold to turn wireless services on and off, replace the battery, or turn your device completely on and off. Turn your device completely off before you remove the battery.

2 **Ringer switch:** Slide to turn the ringer and notification sounds on or off. (Red means off.) The ringer switch does not affect music or video playback sounds.

3 **3.5mm headset jack**.

Bottom view

* Back cover release

Set up your phone

Complete setup

1 Press and hold the **power** button on the upper-right corner of your phone until you see the Palm® logo on the screen (approximately five seconds).

2 Follow the onscreen instructions to complete setup.

3 When the Palm profile screen appears, do one of the following:

- If you are a new user: Tap **Create New Profile**. To create a Palm profile, enter a working email address, create a password for your profile, and select and answer a security question.

IMPORTANT You must enter a valid email address to access all the features available on your phone. Note that entering an email address here does not set up your phone to send and receive messages from that email account; you must do that separately (see Email).

- If you are upgrading from another webOS phone that you no longer use: Tap **Sign In To My Profile**. Enter the username and password for your existing profile. Any information backed up to your profile is restored to your new phone (see What information is backed up?).

NOTE You can't use the same profile on two webOS phones at the same time.

4 Your phone is ready to use. To learn how to make your first call, see Make calls.

Verify your profile

After you finish setup, look for an email on your computer at the address you used for your Palm profile. If you don't see the confirmation email in your Inbox, check your spam mail folder in your desktop email program. Click the link in the email to do the following:

- Verify your Palm profile.
- Follow a link to learn about getting data like contacts and appointments onto your phone from your desktop organizer software (see Export data from a desktop organizer on your computer).

What is a Palm profile?

Your Palm profile gives you the following benefits:

- Automatic system and software updates are sent to your phone.
- A Palm profile account is automatically created for you on your phone. In this account you can store Contacts and Calendar info that you don't store in online accounts like Google or Exchange.

NOTE You cannot access Palm profile data on the profile website. You can access the data on your phone only.

- Info stored in your Palm profile account, as well as info you have in applications on your phone (like Memos and Tasks), is automatically backed up to servers administered by Palm.
- If your phone is lost or stolen, open the web browser on your computer, sign in to your Palm profile on palm.com/palmprofile, and do a remote erase of the info on the phone.

NOTE If you want to erase data on your phone while you are still in possession of the phone—for example, before you give it to someone else—don't do a remote erase. Instead, do a partial or full erase of the phone itself (see Erase data and reset your phone).

For detailed information about your Palm profile, see Backup.

Although you create a Palm profile by entering a valid email address, setting up a Palm profile is different from setting up email on your phone. To set up email, see Set up email. To change your Palm profile information after you have set it up, see Update your Palm profile settings.

Charge the battery

When the battery is very low, the battery icon in the upper-right corner of the screen changes to red. When the battery is fully charged, the icon appears full and changes to green .

WARNING Use only batteries and chargers that are approved by Palm with your phone. Failure to use a battery or charger approved by Palm may increase the risk that your phone will overheat, catch fire, or explode, resulting in property damage, serious bodily injury, or death. Use of unapproved third-party power supply accessories may damage the device and void the Limited Warranty for the product.

Although the battery may come with a sufficient charge to complete the setup process, we recommend that after setup you charge your phone until the battery icon in the upper-right corner of the screen is full to ensure that the battery is fully charged.

See Maximizing battery life for tips on making your battery's power last longer.

1 Connect the small end of the **USB cable** to the **charger/microUSB connector**. The silver circle on the cable faces the front of the phone.

2 Connect the other end of the **USB cable** to the **AC charger**.

3 Plug the **AC charger** into a working outlet.

TIP You can also charge your phone battery by connecting your phone to your computer using the USB cable. Charging this way takes much longer than using the AC charger. Do not, however, connect a Touchstone charging dock (sold separately) to your computer.

Maximizing battery life

Battery life depends on how you use your phone. You can maximize the life of your battery by following a few easy guidelines:

- Charge your phone whenever you can. Charge it overnight.
- Set your screen to turn off automatically after a shorter period of inactivity (see Set the interval for turning the screen off automatically).
- Keep your battery away from direct sunlight and other sources of heat. Temperatures over 113 degrees Fahrenheit (45 degrees Celsius) can permanently reduce the capacity and life span of any lithium-ion battery.
- As with any mobile phone, if you are in an area with no wireless coverage, your phone continues to search for a signal, which consumes power. Turn off your phone if you are outside a coverage area (see Turn wireless services off (airplane mode)). If you live or work in an area of poor coverage, you might consider purchasing a signal booster (sold separately) from Verizon Wireless. These typically connect to your broadband Internet connection, if available.
- If you set up an email account in the Email application, set the interval to automatically download email to every two hours or less frequently (see Enter advanced account settings).
- Lower the screen brightness (see Change screen brightness).
- Use a Wi-Fi connection to download system updates and applications from App Catalog (see Update the Palm® webOS™ operating system and App Catalog). Downloads occur faster over Wi-Fi than over a Verizon Wireless data connection, and thus use less battery power.
- Keep in mind that frequent use of instant messaging (IM) can reduce battery life. Sign out of your IM account when you are not using it (see Sign out of an IM account).
- Shut down the phone completely when you won't be using it for an extended period of time (see Shut down your phone).
- Buy an extra battery as a spare for long plane trips or periods of heavy use. To purchase batteries that are compatible with your phone, go to palm.com/store and click **Accessories** for your phone.

Turn the phone on/off

Your Pre 2 phone's screen can be turned on and off separately from its wireless services (which are the Phone app, Wi-Fi app, Bluetooth® app, and VPN app). This means you can wake up the screen to use just the organizer features of your device (Calendar, Contacts, Tasks, Memos, and so on) without turning on the phone and other wireless features. Also, when the screen is turned off, the phone can be on and ready for you to receive phone calls or messages.

Why the screen goes dark

If you hold the phone up to your ear while on a call, the screen goes dark. This is normal behavior. It prevents your accidentally tapping an item on the screen and saves battery power. When you take the phone away from your ear, the screen automatically turns back on, ready for use. If the screen doesn't turn on fast enough for you, tap the screen to wake it up.

The same behavior occurs anytime you're on a call and the phone screen is placed near another surface. The screen turns on automatically (if the phone is still on) when you move the phone away from the other surface.

When the phone is on and idle, the screen first dims and then turns off. This also is normal behavior, caused by the auto shut-off interval. You can adjust this auto shut-off interval to be as long as three minutes (see Set the interval for turning the screen off automatically). At first, the screen dims as a power-saving measure. Just tap the screen to brighten it. Then, if your phone remains inactive for the full interval you set, the screen turns itself off. Press **power** to turn the screen back on.

Turn the screen on/off

Turn the screen on and leave the wireless services turned off when you want to use only the organizer features, for example, when you're on a plane and you must turn off all wireless services, but you want to look at your calendar.

To turn the screen on, do one of the following:

- Press **power**. Drag up to unlock the screen.

* Power

- Slide out the keyboard.

TIP You can also unlock the screen by dragging up from the gesture area across the onscreen lock icon.

To turn the screen off, press **power**.

NOTE Pressing power to turn the screen off also works when your phone is placed on a Touchstone charging dock (sold separately).

Turn wireless services off (airplane mode)

Airplane mode turns off your phone as well as the Bluetooth® wireless technology, Wi-Fi, and VPN features. Use airplane mode when you are on a plane or anywhere else you need to turn off all wireless services. You can't browse the web, but you can still use apps like Calendar, Contacts, Photos, Music, Quickoffice® mobile office software, and PDF View.

Do one of the following:

- Tap the upper-right corner of any screen to open the connection menu. Tap **Turn on Airplane Mode.**
- Press and hold **power** and tap **Airplane Mode**.

When your phone is in airplane mode, the airplane mode icon appears at the top of every screen, and Airplane Mode appears in the upper-left corner of the screen in the Launcher, Card view, and Phone. Your phone is not connected to any mobile network.

* These indicate that wireless services are off (airplane mode).

TIP When your phone is in airplane mode, you can turn the Wi-Fi, Bluetooth, and VPN features on individually (see Turn Wi-Fi on/off, Turn the Bluetooth feature on/off, and VPN). To turn your phone back on, you must turn airplane mode off. Note that to make a VPN connection while your phone is in airplane mode, you must first connect to a Wi-Fi network.

Turn wireless services on

When you turn on your phone, it automatically connects to your mobile network so that you can make and receive phone calls and use other wireless services (if supported by the local network).

If airplane mode is turned on, you need to turn it off before you can connect to your mobile network. Tap the upper-right corner of any screen to open the connection menu. Tap **Turn off Airplane Mode**.

When your phone locates a signal, Verizon Wireless appears in the upper-left of the screen in the Launcher, Card view, and Phone, and the signal-strength icon appears at the top of the screen.

* These indicate that wireless services are on.

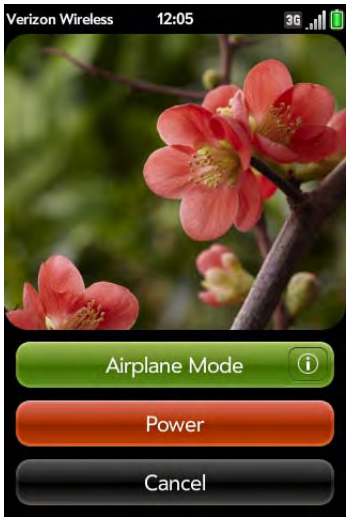
When you are inside a coverage area, the bars of the signal-strength icon are filled in according to the strength of the signal. If you're outside a coverage area, the bars in the signal-strength icon appear dimmed with an X.

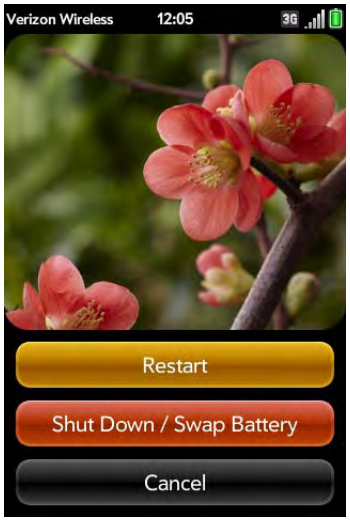
Shut down your phone

Usually, turning your phone off and/or putting it in airplane mode is sufficient for normal periods when you have the phone with you but you're not using it. On rare occasions, however, you may want to put your phone into deep sleep because you are not going to use it for an extended period. At those times, shut down the screen and wireless services completely by doing one of the following:

NOTE Follow these steps if you want to replace the battery (see I need to replace the battery).

- Open **Device Info** and tap **Reset Options**. Tap **Shut Down**, and tap **Shut Down** again.
- Press and hold **power**, and tap **Power**. Tap **Shut Down/Swap Battery**, and tap **Shut Down**.





NOTE When you turn everything off, the phone's alarms, ringer, and notifications are also turned off.

To turn both the screen and wireless services back on, press and hold **power** until a logo appears onscreen.

Use gestures: tap, swipe, drag, flick, pinch

Gestures are an important, basic part of your phone. They're easy to learn, and they make working with the phone fast. You make most gestures with one finger. For a few, you need two. Make gestures with the tip of your finger, not your fingernail. Don't bear down.

You make gestures in two areas on your phone: the touchscreen and the gesture area. The gesture area is the black area extending along the bottom of the screen.

* Gesture area

When you're working in an application, the center of the gesture area displays a lighted bar.

- Tap the bar to minimize the app and display Card view (see Display all open applications (Card view)).
- The lighted bar also appears when you tap the center of the gesture area to maximize a card in Card view, or when you make the back or forward gesture.

- When the screen is off, the lighted bar pulses when a notification arrives and continues to pulse until you tap the notification or turn on the screen (see Get notifications when the screen is locked or off).

Tap

Tap with the tip of the finger, not the fingernail. Tap fast and firmly, and then immediately lift your fingertip off the screen. Don't bear down on what you're tapping. Don't wait for a response; the response comes after you lift your finger. Don't linger on the gesture; a tap takes a split second to do.

Tap the center of the gesture area to do the following:

- When you're working in an application, tap the center of the gesture area to see Card view. Card view shows you all the applications that are currently open, displayed as a series of cards (small windows).
- When you're in Card view, tap the center of the gesture area to maximize the app in the center of the view.

Swipe

A swipe is most often a horizontal gesture, from right to left or left to right. Do it fast, do it lightly. In a swipe, your fingertip just skims the surface of the touchscreen or gesture area.

One kind of swipe you'll use a lot: **back**. Make the back gesture from right to left anywhere in the gesture area. Back takes you up one level from a detailed view to a more general view of the application you're working in. For example, when you finish reading an email message, make the back gesture to close the message and return to your list of messages. Or when you finish writing a memo, make the back gesture to close and save the memo and return to the display of all your memos. When you make the back gesture in an application and that's the only screen of that app that's open, you minimize the app and go back to Card view.

In Web, the back gesture performs the same function as the back button on the browser, allowing you to move back through previously viewed pages.

The **forward** gesture, available in Web only, is a swipe from left to right anywhere in the gesture area. The forward gesture allows you to move forward through previously viewed web pages.

Drag

Drag is the gesture you make for a slow scroll up and down, such as in a list, in a document, or on a web page. Slide your fingertip slowly along the surface—no need to bear down.

Drag an item: Tap and hold the item, drag it, and then lift your finger to drop it. You get a visual cue that the item is ready to be dragged. For example, an icon in the Launcher is ready to be dragged when you see a

halo around the icon. A card in Card view is ready to be dragged when it becomes transparent.

Display Quick Launch: One kind of drag that you'll use a lot brings up **Quick Launch** when you're in an application. This drag gesture begins in the gesture area and ends on the touchscreen. As your fingertip slowly crosses the border between the gesture area and the touchscreen, it seems to drag Quick Launch into view. To open one of the apps in Quick Launch, move your finger to its icon. When you see the app name appear, lift your finger. The application opens.

Flick

As its name tells you, this is a quick gesture, great for scrolling long lists, documents, or pages. Do it fast, do it lightly; as with a swipe, your fingertip just skims the surface. The faster you flick, the faster and farther you scroll up or down a list.

Close an application: To close an application in Card view, flick the card up toward the top of the touchscreen. This is called **throwing** the card off the top of the screen.

Delete a list item: In some applications, such as Email, Messaging, Tasks, Music, and Bluetooth, you can throw a list item off the side of the screen to delete the item.

Throw the item off the side of the screen. If prompted, tap **Delete** to confirm the deletion.

If you can't delete a list item by throwing it, open the item and look in the application menu for a Delete menu item.

TIP To delete multiple list items, throw each one off the screen. If you get the **Delete** confirmation prompt after throwing the first item, you don't need to tap it—just throw the second item, and the first deletion is confirmed automatically.

TIP In some apps, such as Email, you can set a preference whether to show a confirmation screen when you delete a list item.

Display Card view or the Launcher: If an application is maximized, you can flick up from the gesture area to the screen to minimize the app and display Card view. This is the **up** gesture. If you make the up gesture when Card view is displayed, you open the Launcher.

Pinch (zoom gestures)

Zoom in/pinch out to increase the size of items on the screen (Email, Web, Photos, PDF View, and Google Maps): Place two fingers on the screen and spread them slowly apart.

Zoom out/pinch in to decrease the size of items on the screen (Email, Web, Photos, PDF View, and Google Maps): Place two fingers on the screen and bring them together.

Zoom in or out a fixed amount (Web, Photos, Quickoffice® mobile office software, PDF View): Double-tap the screen.

Scroll gestures

Scroll slow: Drag the screen in the desired direction.

Scroll fast: Flick the screen in the desired direction.

Stop scrolling: Tap or drag the screen while scrolling.

Text selection gestures

For information on working with text after you select it, see Cut, copy, and paste information and Use the Copy All or Select All feature.

Insert the cursor in a text field: Tap the location. See Cut, copy, and paste information.

Move the cursor: Tap the location to insert the cursor. Press and hold **Option**. Place your finger anywhere onscreen and drag your finger in the direction you want to move the cursor.

Select text when you can see a cursor: Tap the location to insert the cursor. Press and hold **Shift**. Place your finger anywhere onscreen and drag your finger in the direction you want to select text. Tap anywhere to deselect the text.

Select a paragraph of text: When you cannot insert a cursor in the text—for example, on a web page or in an email you received—the smallest amount of text you can select is a whole paragraph. Press and hold **Shift**, and then tap a paragraph. Tap an adjacent paragraph to add it to your selection (you can't skip around). If you need to scroll down to select the next paragraph, release **Shift**, scroll, press **Shift**, and tap the paragraph. Tap anywhere to deselect the text.

Update the Palm® webOS™ operating system

Palm provides updates to your phone's operating system. Update notifications are sent to your phone automatically when a system update is available (see Respond to a system software notification). When you update your phone's operating system, your personal information and files are not affected. In addition to receiving update notifications, you can manually check for operating system updates at any time (see Manually check for system updates).

What's more, both Palm and many application developers make updates available for applications you installed on your phone. You can check in App Catalog at any time for application updates (see Update a downloaded application from a notification and Manually check for application updates).

Respond to a system software notification

When you get a notification that a system update is available, do one of the following:

- Tap **Install Now** twice. When installation is complete and the phone resets, tap **Done**. Installation times vary, depending on the size of the update. You cannot use your phone while an update is being installed, not even for emergency calls.
- Tap **Install Later**. The next time you charge your phone, you receive another update notification. You can again choose whether to install the update now or later. If you do not tap Install Later within 10 minutes of receiving the notification, installation begins automatically.

IMPORTANT Do not remove the battery while updates are being installed.

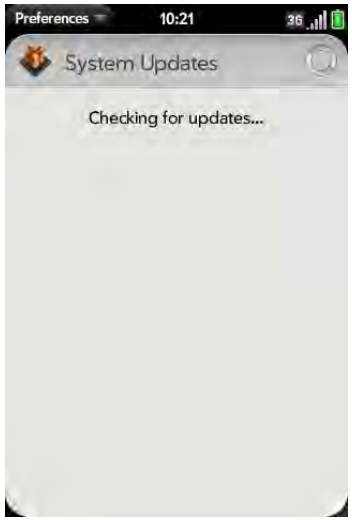
Here is some additional information about system updates:

- Whenever possible, use a Wi-Fi connection to download system updates. Downloads occur faster over Wi-Fi than over a Verizon Wireless data connection, and use less battery power. If you open the System Updates app and see that a system update is available for download, make sure you have your phone's Wi-Fi feature turned on.
- If you have Wi-Fi turned on and the battery has enough charge, your phone automatically downloads a system update if one is available—you don't have to do anything. If Wi-Fi is not turned on when the update becomes available, the Palm servers continue to check your device for Wi-Fi availability.
- If you do not have Wi-Fi turned on anytime within a few days of the system update notification, your phone automatically downloads the update over the Verizon Wireless network the next time the battery has enough charge and you have a data connection, as indicated by the 3G or 1x icon at the top of the screen.
- If the battery does not have enough charge, you must charge the battery before you can download or install an update.

- To avoid roaming charges, updates are not downloaded if your phone is in roaming coverage.
- If you do not install an update immediately after downloading it, you are prompted to install the update the next time you charge your phone. You can choose whether to install the update now or later. You have a certain amount of time to decide; otherwise, the update installs automatically.

Manually check for system updates

1 Open **System Updates** .



2 If a message appears stating that a system update is available, do the following:

Preferences
10:22
3G
Palm webOS Update
Palm webOS x.x is now available. It's about xMB.
We'll download it over the next couple of days when your phone is idle and a high speed network is available. You'll be notified when the update is ready to install.
Download now

- Tap **Download Now.**
- When prompted, tap **Install Now**.
- After installation has finished and the phone resets, tap **Done**.

IMPORTANT Do not remove the battery while updates are being installed.

Just Type

Just Type changes the way you create, look for, and use information on your phone. Instead of starting in an app, you start by thinking about what you want to say, do, or search for. Begin typing your idea, message, or task, and then choose what you want to do with it: search, post, send as a message, save the thought. Just Type gives you fluid access to the app you need to achieve your goal: If you search for something and get no results, you can go to App Catalog right from your search to see what's available to meet your need.

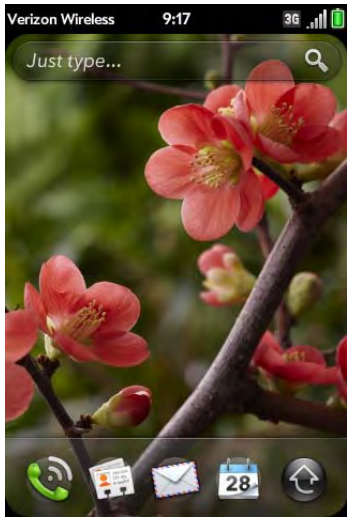
You search for contacts, email messages, and web pages you visited. You can open applications by typing a letter or two—type B and then tap to open Bluetooth. Want to send an email message? Just start typing the message, and then pick the Email Quick Action to send it.

In this chapter

30 Just Type overview
30 Get in touch with a contact
31 Search the web
31 Find information in an application on your phone
32 Create a new item such as a message or memo
33 Open an application
34 Customize Just Type

Just Type overview

The Just Type feature lets you do almost anything you want on your phone, without having to go to a specific app. When it crosses your mind to look up, do, or make note of something, just type to put your thought into action.



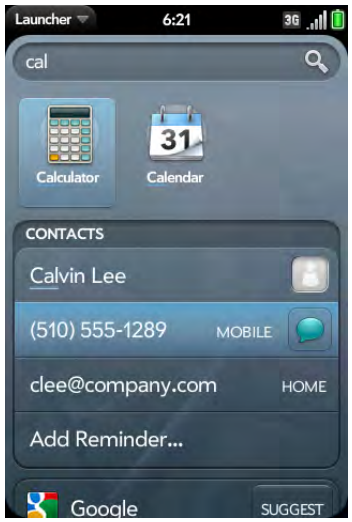
Just Type works from the two screens on your phone that you access most often: Card view and the Launcher. By just typing on either of those screens, you can begin doing any of the following:

- Call or send a message to a contact (see Get in touch with a contact)
- Search the web (see Search the web)
- Search for email messages, web bookmarks, videos, and more (see Find information in an application on your phone)
- Map a location (see Find information in an application on your phone)
- Create a new message, memo, or other item (see Create a new item such as a message or memo)
- Update your Facebook or Twitter status (see Create a new item such as a message or memo)
- Open an app (see Open an application)

Get in touch with a contact

1 Open Card view (see Display all open applications (Card view)) or the Launcher (see Open an application in the Launcher).

2 Begin typing the contact's first and last initials (no space), first or last name, or email address.



3 When the contact name appears, do one of the following. If only the contact name is displayed, tap the name to display ways to get in touch.

- Tap the name to open the person's contact information.
- Tap a phone number to dial it, an email address to send a message, and so on. Tap to the right of a phone number to send a text message.
- If you have set up a Skype account on your phone and the contact is a Skype contact, tap to call the contact.
- Tap **Add Reminder** to add a reminder message to the contact (see Assign a reminder message to a contact).

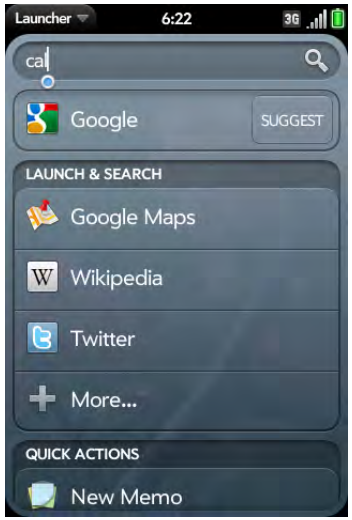
NOTE If you are using Exchange with a corporate server, you can search your company's Global Address List (GAL) for a contact: Enter the contact name, and then tap **Global Address Lookup**.

Search the web

You have several options for using Just Type to search the web.

1 Open Card view (see Display all open applications (Card view)) or the Launcher (see Open an application in the Launcher).

2 Begin typing the search term.



3 Do one of the following. You may need to scroll down to see web search engines.

- To search the web using your default search engine: Tap the search engine name. The search engine appears directly beneath any matching contact entries.
- To view suggested search terms from your default search engine based on the characters you entered: Tap **Suggest** to the right of your default search engine name. Tap a suggestion to search on that term. If the characters you entered return no contacts, applications, or other items on your phone, suggestions are displayed automatically. Tap one to search on it.
- To search the web using a different search engine: Under **Launch & Search**, tap a search engine name. If the search engine is for a specific website, such as Wikipedia, your phone searches that site only. To view more search options, tap **More** under **Launch & Search**.

TIP You can also use Just Type to go directly to a website. In Card view or the Launcher, type the site address, such as palm.com. When the address appears at the top of the search results, tap **Go to website**.

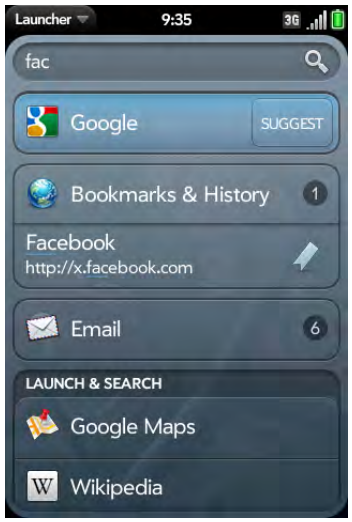
Find information in an application on your phone

You can search for email messages, web bookmarks, and websites you've visited (browsing history) on your phone. You can also search for items in Google Maps or App Catalog, or for YouTube videos, right from Just Type.

If your search term does not show results for a certain app, you may need to turn on a preference to include that app in a Just Type search (see Customize Just Type).

1 Open Card view (see Display all open applications (Card view)) or the Launcher (see Open an application in the Launcher).

2 Begin typing the information you want to find. Depending on which app you want to search, this could be the subject of an email address, a physical address you want to locate on a map, a bookmark name, the name of an app you want to download, or some other term.



3 Depending on the app you want to search in, tap one of the following. You may need to scroll down to see app search results.

- **Bookmarks & History:** Your phone displays either just the number of websites in your bookmarks list and browsing history list whose name contains your search term, or the number plus a list of the websites. If only the number of websites is shown, tap **Bookmarks & History** to view a list of the websites. Tap an entry to go to the website.
- **Email:** Your phone displays either just the number of email messages whose sender name or subject contains your search term, or the number plus a list of the actual messages. If only the number of messages is shown, tap **Email** to display the list of matching messages. Tap a message to view it.
- **Google Maps:** To view your search term on a map, under **Launch & Search**, tap **Google Maps**.
- **App Catalog:** To search App Catalog for apps that match your search term, under **Launch & Search**, tap **More**, and then tap **Palm App Catalog**.
- **YouTube:** To view YouTube videos that match your search term, under **Launch & Search**, tap **More**, and then tap **YouTube**.

NOTE In addition to Just Type, applications such as Contacts, Email, Memos, and PDF View also offer the ability to search within the app for entries or files. When you're in one of those apps, from the list view, type the file name; a few words from a memo; or a contact name, initials, address, or number. See the individual application sections for details. You can also enter a search term in the Help application to search for help content related to the term.

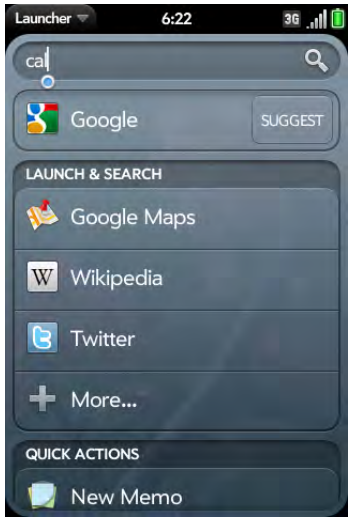
Create a new item such as a message or memo

You can use Just Type to create a new item such as an email message or memo by entering all or part of the item's text. These items are grouped in the Quick Actions section of the search results.

For some Quick Actions, you need to turn on a preference to create that type of item from your search results (see Customize Just Type).

1 Open Card view (see Display all open applications (Card view)) or the Launcher (see Open an application in the Launcher).

2 Type all or part of the item text, such as email message text or memo text.



3 If needed, scroll down to see the **Quick Actions** field. Tap **New [item type]**. The relevant application opens, displaying your text as part of a new item. Here are some examples:

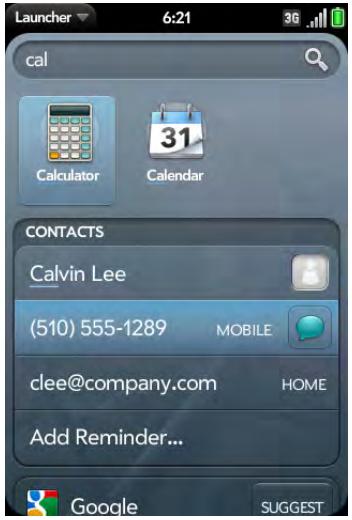
- To create a new email message: Tap **New Email**. A new message opens with the text you entered as the message text.
- To create a new memo: Tap **New Memo**. A new memo opens containing the text you entered.

Open an application

1 Open Card view (see Display all open applications (Card view)) or the Launcher (see Open an application in the Launcher).

2 Begin typing the app name or a related keyword. See Use application keywords for a list.

3 When the app appears, tap it.



TIP You can also start a search by copying text in another application, opening the Launcher or Card view, and pasting the text. The text appears at the top of the screen as the search term. To paste using the application menu (**Edit** > **Paste**) in Card view, you first need to tap the **Just type** box. If you paste by pressing and holding the gesture area and then pressing the **V** key, you do not need to tap in the box.

Use application keywords

If you don't know the name of the app you are searching for, you can enter a keyword associated with the app. This table shows the keywords you can use to find an app on your phone.

Table 1. Application keywords

Application Name	Keywords
App Catalog	Store
Backup	Settings, Preferences
Bluetooth	Settings, Preferences, Wireless
Calendar	Datebook, Meetings, Events
Clock	Alarm, Time, Watch
Contacts	Addresses, People
Date & Time	Clock, Settings, Preferences
Device Info	Settings, Preferences, Reset
Email	Mail
Google Maps	Maps
Location Services	Settings, Preferences
Memos	Notes, Stickies, Notepad
Messaging	Text, SMS, MMS, IM, Instant Chat
Music	Songs, Tunes, Audio
PDF View	Acrobat

Table 1. Application keywords

Application Name	Keywords
Phone	Dial
Photos	Pictures
Quickoffice	Word, Excel, PowerPoint
Regional Settings	Settings, Preferences
Screen & Lock	Wallpaper, Security, Desktop, Brightness, Unlock, Gestures, Settings, Preferences
Software Manager	Store
Sounds & Ringtones	Audio, Music, Volume, Vibrate, Silent, Settings, Preferences
System Updates	Settings, Preferences
Tasks	To Do, Todos, Checklist
Videos	Movies
Web	Browser, Blazer, Internet
YouTube	Videos, Movies

Customize Just Type

You can select the types of information that are included in a search. For contacts, you can also turn Global Address Lookup on or off. You can choose which web search options to display in the search results, and add new search engines to the list. You can select the applications that you can launch directly from search results.

1 In Card view or the Launcher, begin typing some text to bring up the search results screen. You can type an actual search term or a just a few characters.

2 Scroll to the bottom of the search results screen and tap **Preferences**.

TIP You can also access Just Type preferences by typing some text in Card view or the Launcher, opening the application menu, and tapping **Preferences**.

3 Select any of the following options:

Default Search Engine: This is the search engine your phone uses to search the web when you enter a search term. To change the search engine, tap the currently displayed engine, and then tap the one you want. The list contains two types of search engines: Engines that search the entire web, such as Google, and engines that search within a specific website only, such as Wikipedia.

Applications: If you include applications in your searches, any matching items in those applications are included in your search results. To add an application to your search results, tap **Add Application Searches**, and then tap the application name.

Launch & Search: This list displays other web search engines and applications your phone searches when you enter a search term. Search engines are designated by Web—you can make any listed search engine the default search engine. Applications included in your searches are designated by App. To include other search engines or

applications in your searches, tap **Add More Searches** and tap the item you want.

Quick Actions: This displays the types of items you can create from your search results, such as an email message or a memo. To add a new item type, tap **Add Quick Actions** and tap the item.

Find More: This option lets you search App Catalog for third-party applications and services that you can use to perform any of the following Just Type functions: web search, app search, or creation of a new item (Quick Action). For example, you can use Find More to download a new web search engine. To use this feature, tap **Find More**, and then download an app from the list displayed in App Catalog (see App Catalog).

TIP There's another way to add a search engine to Just Type. If you open a web page and an additional search engine is available, a notification appears alerting you that you can add the search engine. If you add the search engine, it appears as an option in Just Type.

TIP Within any of the sections in Just Type preferences (Launch & Search, Quick Actions, and so on), you can tap, hold, and drag to change the order of the items. This changes the order in which the items appear in the Just Type search results.

Work with applications

Whatever you need to do in an app, your Palm® Pre™ 2 phone makes it easy. There are multiple ways to open apps, so you can access the one you want quickly. You can have more than one app open at a time and easily switch among them in Card view.

Across apps, key features let you create, access, and store information in the way that works best for you. Once you become familiar with using menus, Text Assist, favorites, online accounts, and notifications, you can manage your apps with ease.

In this chapter

38 Open applications
39 Work with applications
44 Use the menus
46 Enter and save information
50 Create and work with favorites
51 Manage online accounts
52 View and work with notifications

Open applications

You can have as many applications open at one time as you like, limited only by the amount of memory available on your phone at the time.

Open an application using Just Type

For detailed information on the Just Type feature, see Just Type.

1 Open Card view (see Display all open applications (Card view)) or the Launcher (see Open an application in the Launcher).

2 Begin typing the name of the application or one of its keywords (see Use application keywords).

3 When the application icon appears in the search results, tap it.

Open an application in the Launcher

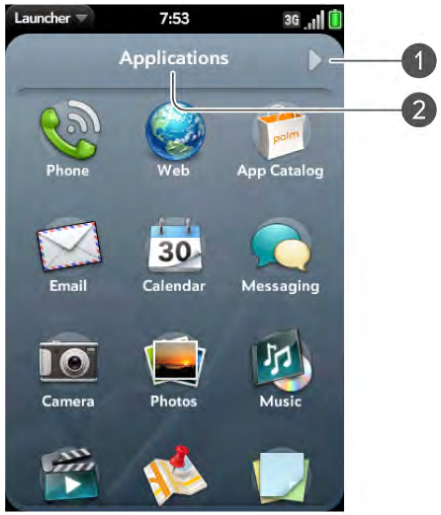
The Launcher displays all your applications. The Launcher includes multiple pages, which you can organize to group apps the way you want (see Reorder Launcher icons and Reorder Launcher pages).

1 If you're in an app, tap the center of the gesture area to display Card view.

2 In Card view, tap .

TIP You can also open the Launcher by flicking up twice from the gesture area to the screen. If you are in Card view, just flick up once to open the Launcher

3 To find the app you want, flick up or down to see all the icons on a page. To see other pages, swipe right or left on the screen, or tap the arrows in the upper-left and upper-right corner of the screen.



1 Page indicator shows that there are pages to the right of the current page. Tap the arrow to move to the next page.
2 Page name. Tap and hold to change the name.

4 Tap the application icon.

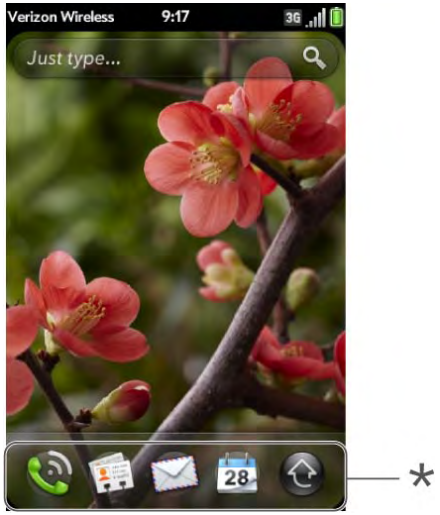
To close the Launcher, do one of the following:

- Tap the center of the gesture area.
- Make the up gesture: Flick up from the gesture area to the screen.

Open an application in Quick Launch

Quick Launch is the bar of five icons you can access from any app. Quick Launch always appears at the bottom of Card view.

You can customize Quick Launch to contain the icons for apps you use most often. To open an application from Quick Launch, just tap the icon.



* Quick Launch

Quick Launch can display no more than five icons. By default it displays, from left to right, Phone, Contacts, Email, Calendar, and the Launcher. You can change the order of icons (except the Launcher icon) in Quick Launch (see Reorder Quick Launch icons), or swap in whatever applications you like (see Line up your favorite applications in Quick Launch).

NOTE If you have a notification or the dashboard is open (see View and work with notifications), you need to dismiss the open item to access Quick Launch.

When you're in an app, make the following gesture to display Quick Launch and open one of its applications.

1 Drag up slowly from the gesture area to the screen.

NOTE Don't confuse this "drag up" with the up gesture, which is a quick flick up from the gesture area to the screen.

2 Move your finger to the application icon. When you see the app name appear, lift your finger. The application opens.

Work with applications

Go up one level in an app (back gesture)

The back gesture takes you up one level from a detailed level to a more general view of the application you're working in. For example, when you finish reading an email message, make the back gesture to close the message and return to your list of messages. Or when you finish writing a memo, make the back gesture to close and save the memo and return to the display of all your memos. When you make the back gesture in an application and that's the only screen of that app that's open, you minimize the app and go back to Card view.

To make the back gesture, swipe right to left anywhere in the gesture area.

Display all open applications (Card view)

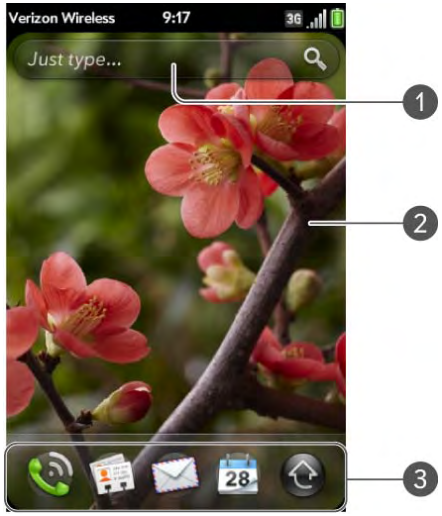
Card view displays open applications as small cards so that you can easily scroll through them and drag them to change their order.

When an application fills the screen and you want to go to Card view, do one of the following:

- Tap the center of the gesture area.

- Make the up gesture: Flick up from the gesture area to the screen.

When you have no open applications, your phone displays Card view automatically. You don't have to do anything to open Card view. When no cards are open, Card view shows only the Just Type field (see Just Type), your wallpaper (see Change your wallpaper), and Quick Launch (see Open an application in Quick Launch).



1 Just Type field
2 Wallpaper
3 Quick Launch

Work with stacked cards

If you are working in an application and perform an action that opens a new screen or launches a second application—for example, composing a new email from your Inbox or dialing a phone number from Contacts (which opens the Phone app)—your phone treats the app screens as a group. If you minimize one of the screens, that screen and all screens associated with it appear as a set of stacked cards in Card view.

You can also manually stack and unstack cards.

Move among cards and stacks

1 In Card view (see Display all open applications (Card view)), swipe left or right on the screen to see other open apps.

2 Tap a card to maximize the application.

TIP You can also maximize the center card in Card view by tapping the center of the gesture area, or by flicking down from the screen to the gesture area.

TIP You can set a preference to move among open apps without first going to Card view (see Turn advanced gestures on/off).

Reorder/stack single cards

1 In Card view (see Display all open applications (Card view)), tap and hold a card.

2 After the card becomes transparent, do one of the following:

- To stack the card: Drag the card on top of another card. A visual cue appears when the cards are positioned to be stacked. Release the card.
- To change the card order: Drag the card to another position.

TIP To unstack cards, tap and hold a card in a stack, and drag it to a position outside the stack.

Reorder a card within a stack

1 In Card view (see Display all open applications (Card view)), tap and hold the card you want to move.

2 After the card becomes transparent, drag it across the other cards in the stack to another position.

Close an application

- In Card view (see Display all open applications (Card view)), throw the card off the top of the screen. To close a card stack, you must close each card individually.

Line up your favorite applications in Quick Launch

Quick Launch is a convenient lineup of your favorite apps. When you swap an app icon into Quick Launch, you don't remove it from the Launcher; you have access to the icon in two places.

1 Open the Launcher (see Open an application in the Launcher).

2 Scroll to the page containing the app icon you want to move into Quick Launch.

3 Tap and hold the icon. Quick Launch appears at the bottom of the screen.

4 Drag the icon on top of the Quick Launch icon you want to replace. The current Quick Launch icon disappears, with the new one in its place. The icon that disappeared from Quick Launch is still available in the Launcher.

NOTE If Quick Launch contains fewer than five icons, you can drag the app icon from the Launcher between two Quick Launch icons to drop it into the blank space. If you simply want to remove an icon from Quick Launch without replacing it, go to Card view, tap and hold a Quick Launch icon, and drag it off the bar. The only one you can't remove is the Launcher icon.

Reorder Quick Launch icons

You can change the position of any Quick Launch icon except the Launcher icon.

1 In Card view (see Display all open applications (Card view)), tap and hold a Quick Launch icon.

2 Wait for a visual cue, and then drag the icon to another location on the Quick Launch bar.

Reorder Launcher icons

1 In the Launcher (see Open an application in the Launcher), tap and hold an icon.

2 After the halo appears around the icon and the Launcher pages minimize to a series of cards, drag the icon to another location on the page.

3 To move the icon to another page, drag it to the left or right edge of the screen. Don't release the icon until the new page appears.

TIP You can also add your closest contacts and favorite websites to the Launcher (see Add a contact entry to the Launcher and Add a web page to the Launcher), and then organize your Launcher icons and pages to create a page of contacts and a page of websites.

Add a Launcher page

1 Open the Launcher (see Open an application in the Launcher).

2 Open the application menu and tap **Add Launcher Page**. The page appears to the right of the page that was displayed when you opened the menu.

3 Enter a new name for the page.

4 Tap outside the field or press **Enter** to accept the new name.

Reorder Launcher pages

1 Open the Launcher (see Open an application in the Launcher).

2 Scroll to the page you want to move.

3 Open the application menu and tap **Reorder Launcher Page**. This reduces the Launcher pages to a series of cards.

4 Drag the page to its new location, and release.

Rename a Launcher page

1 Open the Launcher (see Open an application in the Launcher).

2 Scroll to the page you want to rename.

3 Tap and hold the current name.

4 When the current name is highlighted, enter a new name.

5 Tap outside the field or press **Enter** to accept the new name.

Delete a Launcher page

Before you delete a Launcher page, you must remove all the icons from the page as described here. You can't delete a page displaying any icons.

1 Open the Launcher (see Open an application in the Launcher).

2 Scroll to the page you want to delete.

3 Move the icons that appear to another Launcher page (see Reorder Launcher icons), or delete the icons for applications you installed (see Delete an application).

4 Tap in the center of the empty page.

Delete an application

You can delete applications that you installed on your phone.

1 Open the Launcher (see Open an application in the Launcher).

2 Scroll to the page containing the app you want to delete.

3 While pressing and holding **Option**, tap the app icon.

4 Tap **Delete**.

TIP You can also delete an application you installed by opening the Launcher, opening the application menu, and tapping **List Apps**. On the list of applications, tap and hold an app name or throw the app off the side of the screen, and then tap **Delete**.

Use the menus

Most applications have an application menu hidden in the upper-left corner, which provides access to additional features. There is also a connection menu hidden in the upper-right corner, which provides access to wireless services.

Some applications have additional menus. For example, in Photos, tap an open picture and tap to display a menu of tasks you can do with the picture (see Photos).

To get the most out of your phone, it's a good idea to familiarize yourself with the additional features available through the menus in various applications.

Open the application menu

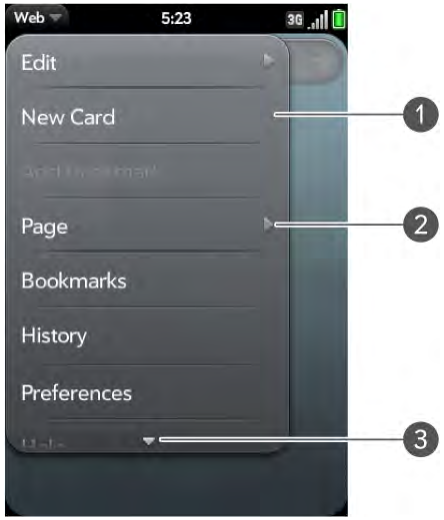
The application menu contains items for the application you are working in, such as Cut and Copy, Preferences, Help, and other application-specific menu items. Help is available on the application menu of every application.

1 In an app, do one of the following:

- Drag down from the upper-left corner of the phone (above the screen) onto the screen.

- Tap the application name in the upper-left corner of the screen.

2 Tap a menu item to open it. If a menu item displays a right-pointing arrow, tap the item to display the submenu for that item—for example, tap the **Edit** menu item to open a submenu containing Cut, Copy, and Paste items. If you see a downward-pointing arrow at the bottom of the menu, scroll down to see additional menu items.



1 Application menu
2 Tap to open the submenu
3 Scroll to see more items

3 To close the menu without selecting an item, repeat one of the options in step 1.

If an application menu item is followed by this symbol plus a letter, it means a keyboard shortcut is available for that menu item. To use a keyboard shortcut, press and hold the gesture area and press the letter key of the shortcut. For examples of using keyboard shortcuts, see Cut, copy, and paste information.

DID YOU KNOW? Pressing and holding the gesture area is sometimes called a "meta-tap."

Open the connection menu

The connection menu lets you manage wireless services—the phone, Bluetooth® wireless technology, Wi-Fi, and VPN.

DID YOU KNOW? The connection menu also displays the current day and date and the battery charge level.

1 Do one of the following:

- Drag down from the upper-right corner of the phone (above the screen) onto the screen.

- Tap the upper-right corner of the screen.

2 Tap a menu item to turn that wireless feature on or to display a list of menu items for that feature (see Turn wireless services off (airplane mode)). If you see a downward-pointing arrow at the bottom of the menu, scroll down to see additional menu items.

3 To close the menu without selecting an item, repeat one of the options in step 1.

Enter and save information

Use the keyboard

1 **Option:** Press to enter numbers, punctuation, and symbols that appear above the letters on the keys (see Enter alternate keyboard characters), or to move the cursor (see Text selection gestures).
2 **Shift:** See Enter uppercase letters and Text selection gestures.
3 **Space**
4 **Backspace**
5 **Enter:** Press to enter a line return (for example, in a memo or in an email message you are composing) or to accept information you entered in a field (see Enter information in a field).
6 **Sym:** See Enter characters from the symbols table.

Enter uppercase letters

By default, the first letter of each sentence or field is capitalized and the remaining text you enter is lowercase. To enter other uppercase letters, do one of the following:

- Press **Shift** and press the letter key. The Shift symbol appears. You don't need to hold down Shift while you press the letter key.
- Turn on Caps Lock: Press **Shift** twice. The Caps Lock symbol appears.
- Turn off Caps Lock: Press .

Enter alternate keyboard characters

Numbers, punctuation, and symbols appear above the letters on the keys. To enter these characters, do one of the following:

- Press **Option** and press the key for the character. The alternate character symbol appears. You don't need to hold down Option while pressing the second key.
- Enter a series of alternate characters: Press **Option** twice to turn on Option Lock. The Option Lock symbol appears.
- Turn off Option Lock: Press **Option**.

Enter passwords

You can see each character of a password only as you enter it, so be careful. Be sure Caps Lock and Option Lock are off unless you need them. For information on how to enter characters, see Enter uppercase letters and Enter alternate keyboard characters.

Enter characters from the symbols table

You can enter symbols and accented characters that don't appear on the keys by using the symbols table. See Symbols and accented characters for a list of the available symbols and accented characters.

1 Press **Sym** to display the symbols table.

2 Narrow the list by pressing the key that corresponds to the character you want. For example, to enter an **é**, press **e**.

TIP The symbols and accented characters are grouped according to their similarity to the corresponding key. In some cases, the symbol is related to the alternate character on the key, not the letter. For example, to type a € or other currency symbol, press **Sym** + **h**. Why? Because the alternate character on the H key is $.

TIP If you press the wrong key, press **Backspace** to return to the full list of symbols and accented characters. You can then press another key.

3 Scroll to find the character you want.

4 Tap the character to insert it.

Symbols and accented characters

Table 1. Symbols and accented characters

Press Sym and press...	to select...
a or A	á à ä â ã å æ Á À Ä Â Ã Å Æ ª ~ \ ` • ÷ ^ [ ] { } < > « » Ø µ |
b or B	~ \ ` • ÷ ^ [ ] { } < > « » Ø µ |
c or C	© ç Ç ¢
d or D	† ‡
e or E	é è ë ê ē É È Ë Ê € ¹ ¼ ½
h or H	¢ € £ ¥ ƒ
i or I	í ì ï î ī Í Ì Ï Î ÷ ‰
j or J	¡
k or K	:-) :-(;-)
l or L	` ‘ ’ , ‚ "
m or M	µ :-) :-(;-)
n or N	ñ Ñ ¿
o or O	ó ò ö ô œ õ ø Ó Ò Ö Ô Œ Õ Ø º “ ” „ < > « »

Table 1. Symbols and accented characters

Press Sym and press...	to select...
p or P	¶ ~ \ ` • ÷ ^ [ ] { } < > « » Ø µ |
q or Q	\ ~ |
r or R	® ²
s or S	ß š Š ~ \ ` • ÷ ^ [ ] { } < > « » Ø |
t or T	™ ³ ¾
u or U	ú ù ü û Ú Ù Ü Û [ ] { } < > « »
v or V	^
w or W	÷ ^ ±
x or X	x ¤
y or Y	ÿ ý Ÿ Ý ¥ [ ] { } < > « »
z	ž Ž •
, or _	~ \ ` • ÷ ^ [ ] { } < > « » Ø µ |
.	... ~ \ ` • ÷ ^ [ ] { } < > « » Ø µ |
@	° • Ø

Enter information in a field

You can enter information in a field by typing or by pasting previously copied information (see Cut, copy, and paste information). The Text Assist feature works with all text fields (see Work with the Text Assist feature).

To accept the information you entered, do one of the following:

- Tap outside the field.
- Press **Enter**. If a screen contains multiple fields, pressing Enter accepts the information you just entered and moves the cursor to the next field.
- When you are done entering information on the screen containing the field, make the back gesture to accept the information and back out of the screen (see Go up one level in an app (back gesture)).

Work with the Text Assist feature

Text Assist, the assisted text entry feature, works on any screen in which you can enter text, including email, text/multimedia, and instant messages; memos; contact and calendar entry screens; and more. Text Assist includes auto-correction, auto-capitalization, and shortcuts.

NOTE If a Text Assist feature does not seem to be working, make sure that feature is turned on (see Customize Text Assist settings).

- If Text Assist recognizes a common misspelling, it auto-corrects the word. A tone is played and the word appears with a gray underline to indicate it has been corrected.
- If auto-correction doesn't recognize a spelling, it highlights the word with an orange underline. Tap the word to display a list of close matches, and then tap the correct word. If the word is spelled correctly as you typed it, tap the word, and then tap **+** to add the word to the auto-correction dictionary. A notification appears to indicate that the word has been added to the dictionary.
- Auto-correction inserts punctuation such as apostrophes in contractions. So you can quickly type **dont**, and it appears correctly as **don't**.
- The auto-capitalization feature automatically capitalizes the first word of a sentence and other letters that would commonly be capitalized, such as the letter **i** by itself.
- The shortcut feature recognizes and expands common shorthand expressions, such as replacing **u** with **you** or **r** with **are**.
- To cancel an auto-correction, auto-capitalization, or shortcut expansion. press **Backspace** . To cancel auto-correction of a misspelled word, you can also tap the word and tap the original spelling.

Customize Text Assist settings

You can customize individual Text Assist features—auto-correction, auto-capitalization, and shortcuts. To customize the user dictionary, see Edit the user dictionary.

1 Open **Text Assist** .

2 Do any of the following:

- To turn auto-capitalization, shortcuts, or auto-correction on or off: Tap **Off** or **On** for that entry.
- To change whether a tone plays, the phone vibrates, or neither happens when an auto-correction takes place: Tap **Alert**, and then tap **System Sound**, **Vibrate**, or **Mute**. The Alert option is available only if auto-correction is turned on.

Edit the user dictionary

1 Open **Text Assist** .

2 Tap **Edit User Dictionary**.

3 To edit the auto-correction dictionary, tap **Learned Words** and do any of the following:

- To add a word to the auto-correction dictionary: Tap ⊕, enter the new word, and then tap **Add**.
- To change the spelling of a word in the auto-correction dictionary: Tap the word, and then type the correction to the word. Tap **Done**.
- To delete a word from the auto-correction dictionary: Throw the word off the side of the screen. Tap **Delete** to confirm.

4 To edit the shortcuts list, tap **Shortcuts** and do any of the following:

- To add a shortcut: Tap ⊕, enter the new shortcut and replacement text, and then tap **Add**.
- To change a shortcut and/or its replacement text: Tap the shortcut you want to change. Tap in the **Shortcut** field or the **Replace With** field, and then enter the new shortcut or replacement text. Tap **Done**.
- To delete a shortcut: Throw the shortcut off the side of the screen. Tap **Delete** to confirm.

Cut, copy, and paste information

You can copy any selectable text, and you can cut any selectable text that you entered, for example, in a memo or an email. This includes text you can select by dragging the cursor and paragraphs you can select by tapping them (see Text selection gestures).

1 Select the text you want to cut or copy (see Text selection gestures).

2 Open the application menu and tap **Edit** > **Cut** or **Copy**.

3 Open the app and insert the cursor where you want to paste the text (see Text selection gestures).

4 Open the application menu and tap **Edit** > **Paste**.

You can also use keyboard shortcuts to cut, copy, and paste. After selecting the text or inserting the cursor, press and hold the gesture area; the lighted bar begins to pulse and glow more brightly. Then press **X** (cut), **C** (copy), **V** (paste), or **A** (select all, in the apps that support this feature). A notification appears that the text has been successfully cut, copied, or selected.

Use the Copy All or Select All feature

Some applications offer a Copy All menu option. For example, in Messaging, you can start or open a conversation, open the application menu, and tap **Edit** > **Copy All**. This saves the entire conversation as plain text, which you can paste in a memo, email message, and so on.

Other apps offer a Select All menu option. For example, in Memos, you can open a memo, open the application menu, and tap **Edit** > **Select All**. This highlights the full memo text, which you can cut or copy.

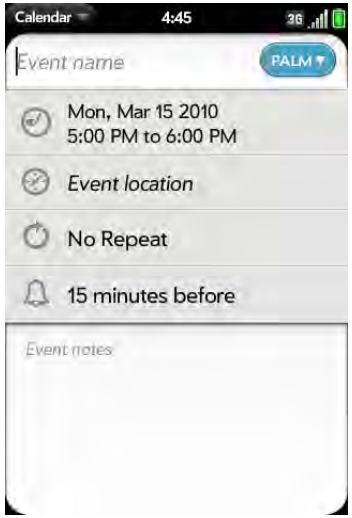
Some apps, such as Contacts and Email, offer both the Copy All and Select All features to perform different text selection tasks. See the app section for details.

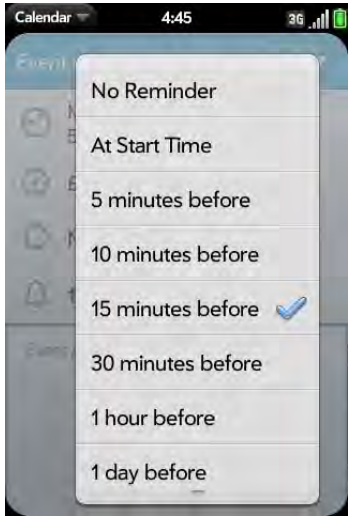
Select items in a list

Lists enable you to select from a range of options. Lists are different from menus (see Use the menus), which give you access to additional features.

Lists are hidden until you tap the currently displayed option for that list.

1 Tap the currently displayed option to open the list. For example, when creating a new event in Calendar, tap **15 minutes before** to display the list of reminder options.





2 Tap the list item you want.

Save information

- On most screens, your information is saved automatically. Just make the back gesture to close the screen (see Go up one level in an app (back gesture)), and your info is saved at the same time.
- Your info is also saved if you minimize an app screen to a card and throw the card off the top of the screen to close the app.
- On screens with a Done button, tap **Done** to save your information.

Create and work with favorites

You can quickly reach your closest contacts by phone, email, or text/multimedia message by designating them as favorites. Creating a favorite from a contact lets you view and touch base with that contact in just a few taps.

You can view favorites in the following apps:

Phone: See all your favorites by tapping on the dial pad. In your call history list, calls to and from favorites are noted by a star. If you enter a contact name to call a contact, matching favorites appear at the top of the search results list and are noted by a star.

Contacts: See all your favorites by tapping **Favorites** on the contacts list screen. On your complete contacts list, favorites are noted by a star.

Just Type: When you enter a search term, matching favorites appear at the top of the contacts search results and are noted by a star.

Email and Messaging: When you begin typing a contact name to address a message, matching favorites appear grouped at the top of the search results list and are noted by a star.

You can create and manage favorites in Contacts (see Create a favorite) and in Phone (see Create a favorite).

Manage online accounts

An online account is a web-based or server-based location, such as Google, Yahoo!, or Exchange, where you keep contacts and/or calendar information. Such web-based or server-based accounts are sometimes talked about as being "in the cloud." They often have an email component as well.

The Palm® Synergy™ feature works in the background to get data from an online account onto your phone. After you set up one of these accounts on your phone, you can access the data from that online account. For some kinds of accounts, you can also add and change data on your phone, which is then synchronized to the online account in the cloud.

You can also set up your phone to work with your email and instant messaging accounts, and to post photos to online accounts such as Facebook or Photobucket. If you have a Skype account, you can set up your phone to call and chat with Skype contacts.

For accounts that offer more than one application—such as Google contacts, calendar, and email—you can access, on your phone, info for each app that you use in the account online.

Use the Accounts application as a central location to set up and manage your online accounts, including your Skype account if you have one. You can also set up and manage online accounts individually in Contacts, Calendar, Email, Messaging, and Photos. If you have a Skype account, you can set up the account in Phone, Contacts, or Messaging. See the sections in this guide on those applications for details.

When you set up an account, you see a list of some common online accounts to pick from. (See Online accounts available for Palm® webOS™ phones for details on how those accounts behave on your phone.) If you use an online account that's not listed, you can check to see if you can download that account and use it with your phone.

Use the Accounts application to set up an online account

1 Open **Accounts** .

2 Tap **Add Account**.

3 Do one of the following:

- To add one of the listed accounts: Tap the account name.
- To search for other accounts: Tap **Find More**. This displays a list of available online accounts. Tap the account you want to download and install it.

4 Enter your username and password, and tap **Sign In**.

5 Depending on the account, you may be presented with options for which apps should download data from that account. For each app, tap **On** or **Off**, and then tap **Done**.

Use the Accounts application to edit or delete an online account

If you change the username, email address, or password you use with an online account, you need to enter the new information in the account settings on your phone. You can do that from within one of the applications associated with that account, or from the Accounts app.

1 Open **Accounts** .

2 Tap the account name.

3 Do one of the following:

- To change the account display name: Under **Account Name**, tap the current name to highlight it, and enter the new name.
- To change which applications are associated with the account: For each app listed, tap **On** or **Off**.
- To edit the account information: Tap **Change Login Settings**, enter the new username and password, and tap **Sign In**.
- To delete the account: Tap **Remove Account**. Tap **Remove Account** again to confirm.

IMPORTANT If you delete an account from your phone using the Accounts app, all data is removed from all apps on your phone associated with the account. The account itself still exists online. For example, if you delete an Exchange account using the Accounts app, all your Exchange data is removed from Email, Contacts, Calendar, and Tasks. If you want to delete data only from one app served by the account—for example, you want to delete the calendar events but keep the contacts—simply turn that app off for that account.

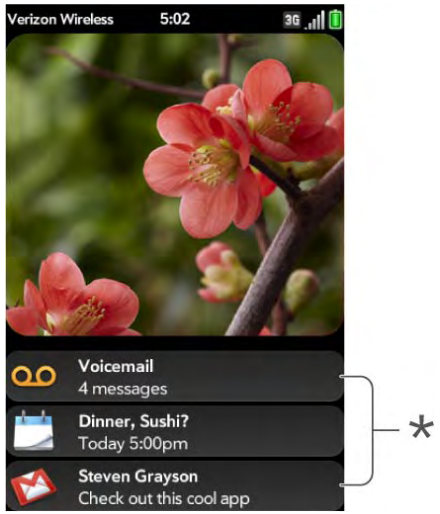
View and work with notifications

Notifications show up at the bottom of the screen to notify you of new voicemail and messages, upcoming appointments, missed calls, application updates, and more. Some notifications also display app controls, such as music playback controls, when you are not in the app itself.

There are several kinds of notifications:

Banner alert: This is a notification that appears in a small strip at the bottom of the screen. Some banner alerts appear as confirmation of an action—for example, to confirm that text was selected or copied. Others notify you of an item you can act on—for example, a missed call or an incoming text message. For these alerts, if you do not tap the alert after a few seconds, it becomes an icon in the lower-right portion of the screen. Tap the bottom of the screen to display the alerts as dashboard items.

Dashboard item: The dashboard provides an expanded view of all notifications you can act on. For example, you can tap a voicemail dashboard item to check your voicemail, or a calendar dashboard item to open your calendar.



* Dashboard

If the dashboard item has a number next to it, the number indicates how many items are included in the notification—how many voicemail or email messages you have, and so on.

Some dashboard items enable you to perform multiple actions. For example:

- On a calendar dashboard item, tap the calendar icon to open the Missed Reminders list in Calendar, or tap the event name to display the dashboard item as a pop-up notification.
- For a missed call, tap the icon to open your call history to the missed calls list, or tap the missed call item to call back the number.
- If an item's icon displays a number, tap the icon to open the associated app to the list view (such as an Email inbox), or tap the item itself to open that individual item (such as an email message).

To delete a dashboard item, throw it off the side of the screen.

Pop-up notification: This is a larger notification that you can act on right away. Examples of pop-up notifications are incoming call notifications, calendar appointment notifications, and alarms.

NOTE By default, if a banner alert or pop-up notification arrives when the screen is off, the gesture area light pulses. You can turn this feature off (see Get notifications when the screen is locked or off).

App controls: If you are listening to songs in Music and leave the app, the music playback controls remain displayed at the bottom of the screen. This lets you continue to manage music playback without having to go back into the app.

Copy files and sync your personal data

You didn't buy your Palm® Pre™ 2 phone simply to make calls; you bought it because it's also a handheld computer with lots of the features and functions of your desktop computer. One important feature that your phone shares with your computer is that it has a lot of storage space for your files and for your personal data.

This chapter explains how to get these two kinds of data—files and personal data—onto your phone. Copying files to your phone is easy. Getting your personal data onto your phone is also easy; you just need to decide where you want that data to be stored and how you want to access it.

In this chapter

56 Copy files between your phone and your computer
57 Overview: Get your personal data onto your phone
59 Transfer data from an old phone
59 Export data from a desktop organizer on your computer
60 Get data from an online account in the cloud
61 Sync your desktop organizer and your phone

Copy files between your phone and your computer

Copy files and folders using USB Drive mode

You can copy any type of file from a computer to your phone, and from your phone to your computer, by putting your phone in USB Drive mode. In this mode, your phone appears as a removable hard drive to your desktop computer.

After you copy a file to your phone, you can open the file if your phone has an application that supports the file type. You can open many file formats for photos, videos, and music; Microsoft Office files; and PDF files. You can also copy ringtones that you download from your computer's web browser.

IMPORTANT All files that you store on the USB drive of your phone are not backed up to your Palm profile, and they cannot sync to any of your online accounts. So be sure to keep a copy of all such files somewhere besides your phone just in case you lose your phone or you must do a full erase of the info on your phone. For example, from time to time, you may want to back up photos and videos you recorded on your phone by copying them to a computer. Or you may have purchased MP3 music on your phone and wish to enjoy it on another playback device. Your photos and videos taken using your phone are stored in the DCIM folder of your phone's USB drive. Downloaded music files are stored in the AmazonMP3 folder.

BEFORE YOU BEGIN Before you copy files from your computer, make sure you have enough storage space on your phone to fit the files. Open **Device Info** and look at the **Available** field under **Phone**.

When your phone is in USB Drive mode, incoming calls go to voicemail; you can't make calls or use any other application until you complete step 5 below.

1 Connect your phone to your computer using the **USB cable**.

2 On your phone, tap **USB Drive**. On your computer, your phone appears as a removable drive.

3 On a Windows computer, if the Found New Hardware wizard opens, click **Cancel** to close the wizard.

4 Open **My Computer** (Windows XP), **Computer** (Windows Vista/Windows 7), or the **Finder** (Mac), double-click the drive representing your phone, and drag and drop files to your phone. The drive displays folders that you can use to organize the files you copy. You can also create your own folders.

NOTE If you copy ringtones to your phone, be sure to place them in the **ringtones** folder on your phone's USB drive. Photos and videos taken on the phone are in **DCIM** > **100Palm**.

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5 End the connection safely—if you do not eject safely, your phone resets when you disconnect the USB cable:

- On a Windows computer, right-click the drive representing your phone and click **Eject**.
- On a Mac computer, from your desktop, drag the drive representing your phone to the **Trash**. Trash changes to **Eject**.

6 Disconnect the **USB cable** from the computer when the USB drive screen is no longer displayed on your phone.

Delete files and folders using USB Drive mode

When your phone is in USB Drive mode, you can't make or receive calls or use other wireless features such as email or the web.

1 Connect your phone to your computer using the **USB cable**.

2 On your phone, tap **USB Drive**. On your computer, your phone appears as a removable drive.

3 On a Windows computer, if the Found New Hardware wizard opens, click **Cancel** to close the wizard.

4 Open **My Computer** (Windows XP), **Computer** (Windows Vista/Windows 7), or **Finder** (Mac), double-click the drive representing your phone, and delete the files or folders.

5 End the connection safely—if you do not eject safely, your phone resets when you disconnect the USB cable:

- On a Windows computer, right-click the drive representing your phone and click **Eject**.
- On a Mac computer, from your desktop, drag the drive representing your phone to the **Trash**. Trash changes to **Eject**.

6 Disconnect the **USB cable** from the computer and the phone when the USB drive screen is no longer displayed on your phone.

Copy music, photos, and videos using third-party software

Besides using USB Drive mode to copy your photos, videos, and DRM-free music from your computer to your phone, you can also use solutions available from third-party software developers (sold separately) that facilitate the transfer of media files to your phone. For more information, open the browser on your computer and go to palm.com/sync-solutions.

KEY TERM **DRM-free:** Describes a file that is not protected by Digital Rights Management. DRM-free files can be copied as many times as you like and can be played on your Pre 2 phone.

Overview: Get your personal data onto your phone

Your personal data consists of the following:

- Your contact list (names, phone numbers, street and email addresses)
- Your calendar events
- Your tasks (to-do list)
- Your memos/notes

On your computer, you typically store such personal data in organizer software like Microsoft Outlook, Palm® Desktop by ACCESS, and the Mac's iCal and Address Book software.

It's also likely that you store some personal data in accounts that you created on the web. These are called online accounts. Sometimes you'll hear that data stored in online accounts is stored "in the cloud"; that's just another way to say that your data is stored on a server that you access through the Internet. For example, if you have a Google/Gmail or a Yahoo! account, you have a contact list stored in the cloud. You may even use the calendars in these accounts to keep track of your schedule, so you may also have calendar events stored in the cloud.

Finally, you may have important phone numbers stored only on an old phone. You no longer use that phone now that you have a Palm® Pre™ 2 phone, but you want those numbers on your new phone.

You want to be able to access all this data on your phone. This section explains how you can do that. The actual how-to part of getting your personal data on your phone is pretty simple. But before you take that step, we recommend that you spend some time thinking about where you want your personal data to be stored and how you want to access it.

On your phone and in the cloud: You can set up a sync relationship between your phone and an online account in the cloud. This enables you to create and change data in one place—on your phone or in the online account—and have it show up in both places.

On your phone and on your computer: You can set up a sync relationship between your phone and selected desktop organizers. Different kinds of sync relationships are possible using third-party solutions. This enables you to create and change data in one place—on your phone or in the desktop organizer—and have it show up in both places.

On your phone only: Store and create contact and calendar data in your Palm profile account. It's backed up to your Palm profile on Palm's servers. You cannot create or change data except on your phone.

NOTE Data that you store in your Palm profile account cannot be accessed anywhere but on your phone. Palm profile account data is backed up daily to Palm's servers, where your data is stored in encrypted form. No one, not even you, can see that data on Palm's servers.

For further information about getting personal data onto your phone, see palm.com/migrate-webOS.

What does Palm recommend? We recommend that you set up a Google account and move your contacts and calendar data to the cloud. That way, you can access, create, and change your data both on your phone and in your Google online account. The remaining personal data that you create on your phone—tasks and memos—are automatically backed up as part of your Palm profile.

Use the following table to review your options. Then click the link to learn how to complete the solution you choose for your personal data.

These solutions are not mutually exclusive. Do what works best for you. You could potentially use all these solutions. You could, for example, sync several online accounts, including an Exchange account; sync data with a desktop organizer using a third-party solution; and store and create new data in your Palm profile account.

Table 1. Data transfer and synchronization solutions for Palm® webOS™ phones

My personal data is here	I want to access data here	Do this	Learn how here
Online account (Google, Yahoo!, Facebook, and so on)	My phone and my online account	Set up the online account on your phone	See Manage online accounts
Corporate Exchange account	My phone and Outlook/other corporate email app on my computer	Set up an online account for Exchange on your phone	See Manage online accounts
Desktop organizer software—and I want to stop using it	My phone and maybe elsewhere	Export your personal data from the desktop organizer and add it to an account on your phone, either an online account (accessible in the cloud) or your Palm profile account (accessible only on your phone)	See Export data from a desktop organizer on your computer
Desktop organizer software—and I want to keep using it	My phone and my desktop organizer	Set up a sync relationship between the phone and your desktop organizer using a third-party solution	See Sync your desktop organizer and your phone
An old phone	My phone and maybe elsewhere	Work with your wireless service provider to transfer data from the old phone to an account on your new phone, either an online account (accessible in the cloud) or your Palm profile account (accessible only on your phone)	See Transfer data from an old phone
Nowhere—I just want personal data on my phone	My phone	Create new contacts and new calendar events in your Palm profile account	See Backup

Transfer data from an old phone

BEFORE YOU BEGIN If you want the data from your old phone to be transferred to an online account, be sure you set up that account on the web and on your phone first.

1 On your computer, create an account on the Google website (go to gmail.com) or in Exchange (speak to an IT person at your company).

2 Set up the same account on your phone (see Manage online accounts).

3 Go to a Verizon Wireless store and ask a support agent for help in transferring data from your old phone. When you're ready to transfer data from your old phone, be sure to tell the agent which account to transfer the data to.

Export data from a desktop organizer on your computer

BEFORE YOU BEGIN If you want the data from your desktop organizer to be transferred to an online account, be sure you set up that account on the web and on your phone first.

- On your computer, create an account on the Google website (go to gmail.com) or in Exchange (speak to an IT person at your company).
- Set up the same account on your phone (see Manage online accounts).

Otherwise, your data must be transferred to your Palm profile account (see What is a Palm profile?).

1 On your computer, go to palm.com/migrate-webOS.

2 Click the link for transferring Contacts/Calendar data from a desktop organizer.

3 Read the instructions and follow the links to download the Data Transfer Assistant.

About the Data Transfer Assistant (DTA)

The DTA enables you to do a one-time, one-way export of data from selected desktop apps to your Pre 2 phone through the USB cable included with your phone. After the data is on your phone, you can select the account you want to import the data to.

IMPORTANT The DTA is not synchronization software. It is meant to be used once per desktop app, to export your info from the desktop app to an account on your phone.

These are the desktop apps that the DTA works with, and the data that the DTA transfers to your phone:

Table 2. DTA: application data transferred

Operating System	Desktop application	Contacts	Calendar	Tasks/To dos	Memos/ Notes
Windows XP or Vista®, or Windows 7	Outlook 2003, 2007, or 2010	√	√	√	√
	Palm Desktop	√	√	√	√
Mac OS 10.5	Address Book	√			
	iCal		√	√	

Note the following:

- If you use a desktop organizer that is not listed in the table, go to palm.com/migrate-webOS and click the link for transferring Contacts/Calendar data from "somewhere else".
- Depending on the amount of data you are transferring, it can take up to an hour to complete the transfer of your data.
- Do not use the DTA to transfer data from a copy of Outlook that is associated with Exchange ActiveSync, which wirelessly syncs data between your phone and an Exchange server (see Manage online accounts).
- The DTA is compatible with Palm Desktop versions 4.14e, 4.2, 6.2, and 6.22. If your version of Palm Desktop is not one of these, you can download version 6.2 for free from palm.com/desktop. Install it, sync with your old Palm device, and then use the DTA to transfer your data.
- If you use Palm Desktop on the Mac, you can export your contacts, calendar events, and To do items into Address Book and iCal. Then use the DTA to transfer your data. For more information, go to palm.com/migrate-webOS.

NOTE You cannot use the DTA to transfer Calendar and Contacts to a Yahoo! account. Instead, you must use the upload tool provided by Yahoo!. Data is transferred from your computer to Yahoo.com, and then from Yahoo.com to the phone. Data is not transferred from the phone to Yahoo!. For more information, go to palm.com/migrate-webOS.

Get data from an online account in the cloud

If you are already using Google, Facebook, Yahoo!, and/or Exchange to manage your calendar and contacts, then all you need to do to sync data to your phone is set up one or more of these accounts on your phone. The data syncs automatically. See Manage online accounts for information on how to create an online account on your phone.

Table 3. Online account sync table

Set up your Pre 2 phone to sync with...	To sync this data...
Google	Contacts and calendar events
Exchange	Contacts, calendar events, and tasks
Yahoo!	Contacts and calendar events
Facebook	Contacts and calendar events

NOTE Changes you make in your Yahoo! or Facebook account on the web show up on your phone. There's nothing you have to do. You cannot, however, change Yahoo! or Facebook contacts and calendar events on your phone.

Sync your desktop organizer and your phone

If you want to continue using a desktop organizer to store your contacts, calendar events, and tasks—iCal and Address Book on the Mac, or desktop Outlook® or Palm® Desktop by ACCESS on Windows—you have two choices:

- Sync directly with your desktop organizer, avoiding the web completely.
- Sync your desktop organizer with Google on the web, and then sync Google with your phone.

Both choices require you to use a third-party solution (sold separately). Go to palm.com/sync-solutions to learn more about these third-party solutions.

Sync directly with your desktop organizer

If you prefer to sync your Pre 2 phone directly to your computer without going through the web, using Wi-Fi, Bluetooth technology, or your phone's USB cable, you can download a third-party application (sold separately) that enables synchronization of your phone directly to your desktop.

1 Go to palm.com/sync-solutions to learn about third-party applications that enable you to sync your phone with your computer.

2 Follow the instructions given by the third-party vendor to install the app on your computer.

NOTE You may also have to install another part of the application on your phone. Follow the instructions of the third-party vendor.

Sync your desktop organizer to Google, and Google to your phone

Download and install a third-party application (sold separately) that can sync your desktop app to Google. Your desktop app syncs with your Google account, and your phone also syncs with Google.

1 On your computer, set up an account on the Google website if you don't already have one (go to gmail.com).

2 Set up your Google account on your phone. See Manage online accounts.

3 Install a third-party application on your computer that enables you to sync with Google. Go to palm.com/sync-solutions to learn about available third-party sync solutions.

4 Follow the instructions of the third-party app to sync the data in your desktop app with Google. The next time Google syncs with your phone, your data appears on your phone.

Phone

Your Palm® Pre™ 2 phone enables you to effectively manage multiple calls. You can answer a second call, swap between calls, and set up a three-way conference call. Use Just Type to make a call by typing your contact's first and last initials.

You can also work with other applications while on a call. Your Palm® Pre™ 2 phone helps you to do all these tasks with ease.

In this chapter

64 Make calls
68 Receive calls
69 Use voicemail
69 What can I do during a call?
73 What's my number?
73 View your call history
74 Work with favorites
76 Save a phone number to Contacts
76 Use a phone headset
78 Customize phone settings

Make calls

For information on turning the phone off and back on, see Turn the phone on/off.

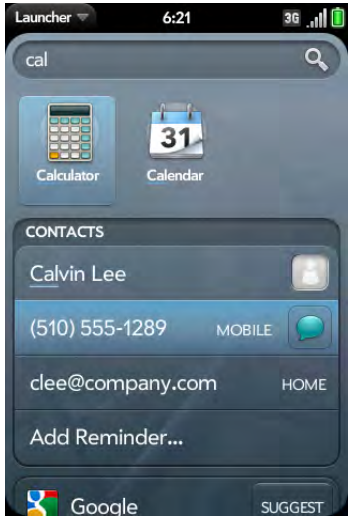
* These indicate that the phone is on.

* These indicate that the phone is off (airplane mode).

Dial by contact name using Just Type

1 Display Card view (see Display all open applications (Card view)) or open the Launcher (see Open an application in the Launcher).

2 Begin typing the contact first or last name, or initials.



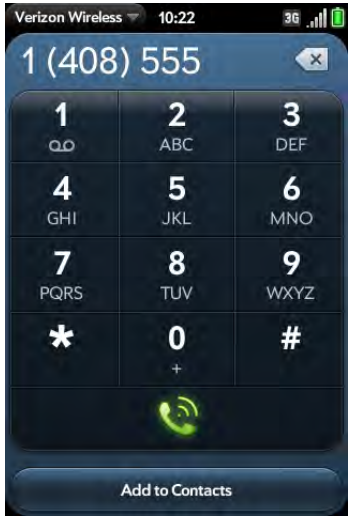
3 Tap one of the contact's phone numbers to dial it. If only the contact name appears, tap the name to display the phone numbers for that contact, and tap the number.

Dial using the onscreen dial pad

The onscreen dial pad is useful when you need to dial numbers that are expressed as letters and when you need large, brightly lit numbers that you can tap.

1 Open **Phone** .

2 Tap the dial pad numbers to enter the number.



3 Tap to dial.

TIP Press **Backspace** or tap the onscreen backspace icon (at the top of the screen, to the right of the number you entered) to delete numbers one at a time. Tap and hold the icon to delete all the numbers.

TIP You can paste numbers copied from other applications—for example, from an email message or a memo—into the dial pad.

TIP To enter +, tap and hold **0** onscreen.

Dial using the keyboard

1 In the Launcher, Card view, or Phone, use the keyboard to enter the number. You do not need to press **Option** to enter numbers, *, or #.

2 When you finish entering the number, press **Enter** or tap the number to dial.

TIP If you turn off the preference to show contact matches in the dial pad (see Turn contact match display on/off), this changes how you dial using the keyboard in the Phone application. In Phone, after you enter the number with the keyboard, tap the onscreen dial icon to dial.

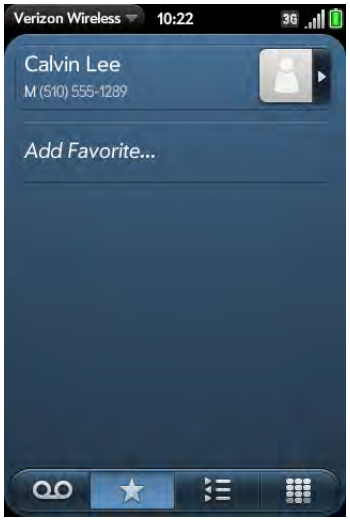
Dial a favorite

See Create a favorite for instructions on creating a favorite.

1 Open **Phone**.

2 Tap .

3 Tap the favorite. The call is made using the default number you selected for that favorite.



Dial using a speed dial

See Assign a speed dial to a contact for instructions on creating a speed dial.

- In the Launcher, Card view, or Phone, press and hold the speed-dial key you assigned to the number.

Dial by contact name in the Phone application

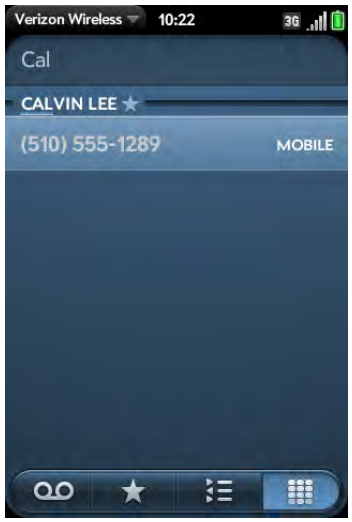
See How do I add names and other info into Contacts? for instructions on adding contacts to your phone. You can also look up and dial contacts using Just Type (see Dial by contact name using Just Type).

NOTE If you set up a Skype account on your phone, see Dial a Skype contact for information on calling Skype contacts.

1 Open **Phone** .

2 Using the keyboard, enter a name or initials until the contact you want appears. Note the following:

- If you press **E**, **R**, or any other key that displays both a letter and a number, you see both matching names and numbers onscreen.
- If your company uses Microsoft Exchange Server with a Global Address List (GAL), entering the contact search information returns matching results from the GAL as well. GAL results appear with the icon next to the name.



3 Tap the number.

TIP If you do not want contact matches to appear when you type a number on the keyboard, you can turn off the Show Contact Matches preference (see Turn contact match display on/off). When this preference is off, you can still dial by contact name in the Phone application. After opening **Phone**, tap the contact list icon to the right of "Enter name or number." Type the contact name or initials, and tap the number when it appears.

Redial the last number dialed

1 Open **Phone** .

2 Tap . When the contact name or number appears at the top of the screen, tap again to dial.

Dial a Skype contact

If you set up a Skype account on your phone (see Sign in to or create a Skype account), you can use Skype to call other Skype users.

To call a Skype contact, you must have an entry for the person in Contacts with a Skype ID (see Contacts). Calls to other Skype users are free of charge.

NOTE You can participate in a conference call, but you cannot initiate a Skype conference call from your phone.

1 Open **Phone** .

2 Using the keyboard, enter a name or initials until the contact you want appears.

3 Tap the Skype ID you want to call.

Use Skype to dial an international number

If you set up a Skype account on your phone (see Sign in to or create a Skype account), you can use Skype to make international calls. The numbers you call do not need to be associated with a contact.

You can choose to use Skype for all international calls, or to be prompted whether to use Skype or your Verizon Wireless account for a given call (see Set your international dialing method).

Calls to international numbers are subject to Skype charges and require a Skype credit balance.

TIP To check if you have a Skype credit balance, do the following: Open **Phone**, open the application menu, and tap **Skype Credit Balance**. If you don't see this menu item, it means you are not logged into your Skype mobile account. Do this instead: Open **Phone**, open the application menu, and tap **Preferences & Accounts**. Under **Accounts**, tap **Skype**, and tap **Sign In**. Your Skype credit balance appears under **Skype Credit**.

1 Open **Phone** .

2 Enter the number you want to call using any of the ways to dial listed in the previous sections.

3 Tap .

4 If prompted, select **Skype mobile** as the service you want to use to make the call.

Dial your national emergency number

To dial 911, do the following:

1 Press **power** to wake up the screen if needed.

2 Drag up to unlock the screen if needed.

3 Do one of the following:

- If Secure Unlock is not on (see Set options for unlocking the screen), tap the center of the gesture area to display Card view if Card view is not displayed. Enter the emergency number, and tap the number to dial. You don't have to press **Option** to enter numbers.
- If Secure Unlock is on, tap **Tap to dial emergency call**, and then tap **Emergency call**. Edit the displayed number if needed, and then tap to dial.

NOTE If the phone is turned off (that is, if it's in airplane mode), you don't have to turn it on. It automatically tries to connect to a network to make the call.

Dial from another application

If a phone number appears in another application as an underlined link, you can begin dialing the number directly from that application. For example, you can dial phone numbers that appear in web pages; in messages (email, text, or multimedia); or in notes to calendar events.

1 If a phone number appears as an underlined link, tap the number. This displays the dial pad with the number already entered.

2 Tap to dial.

In Messaging, you can dial a contact from a conversation by tapping **Text** or the IM account name in the upper-right corner of the screen to open a list of phone numbers you have for that contact, and then tapping next to the number you want to call.

Receive calls

If you want to answer calls, your phone must be on. This is different from having only the screen turned on (see Turn the phone on/off). When your phone is off, your calls go to voicemail.

You can pick the ringtone for incoming calls (see Select a file from the ringtones folder as a ringtone). You can set a ringtone for individual contacts as well (see Add a ringtone to a contact).

Answer a call

Do one of the following:

- If the screen is on when the phone starts ringing, tap .

- If the screen is off, drag up to unlock the screen and answer the call.
- If a headset is attached, press the button on the headset.

TIP You can see a photo of the person calling you by assigning a caller ID photo. See Add a photo to a contact.

TIP If you miss a call, a notification appears at the bottom of the screen. Tap the notification to open the missed call dashboard item. On the dashboard item, tap the name or number to call the person back, or tap the icon on the left to open your call history to the missed calls list (see View your call history).

Silence the ringer on an incoming call

When you silence the ringer on an incoming call, you can answer the call or let it ring through to voicemail.

Do one of the following:

- Press **power** .
- Press **volume**.
- Slide the **ringer** switch off (red means off). This silences the ringer and any notification sounds. These sounds remain off until you slide the **ringer** switch back on. Other sounds, such as music and video playback, are not affected by sliding the ringer switch off.

Ignore a call

To send a call immediately to voicemail, do one of the following:

- Tap .
- Press **power** twice.

To reply to a caller who is in your Contacts list after you ignore a call, tap the ignored call notification. This opens the caller's contact entry, where you can select a reply method. To reply to a caller who is not in your Contacts list, go to your call history (see View your call history).

Use voicemail

Set up voicemail

1 Do one of the following:

- In the Launcher or Card view, press and hold **1** . When the search results screen appears, continue holding **1** until the Phone application appears.
- In Phone, press and hold **1** .
- In Phone, tap .

2 Follow the voice prompts to set up your voicemail.

Listen to voicemail messages

1 Do one of the following:

- In the Launcher, Card view, or Phone, press and hold **1** .
- Tap a voicemail notification at the bottom of the screen.
- Open **Phone** . Then tap .
- Open **Phone** . Then tap and hold **1** onscreen.

2 Follow the voice prompts to listen to your messages.

What can I do during a call?

Your phone offers many advanced telephone features, including call waiting and three-way conferencing. These features depend on your service plan. Contact Verizon Wireless for more information.

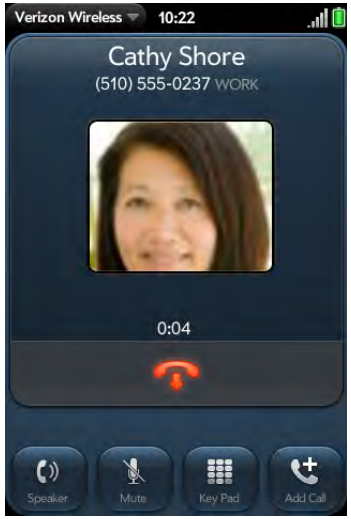
While you're on a call, info about the call appears on the call screen. When you're on a call, you can open other applications and work in them, and you won't lose your call. See Open applications.

If you created a reminder in the contact info of a caller, the reminder appears as a notification when you make a call to or receive a call from the person. See Assign a reminder message to a contact.

NOTE If you hold the phone up to your ear while you're on a call, the screen goes dark to prevent your accidentally tapping an item on the screen. This is normal behavior. See Why the screen goes dark for more information.

Manage a call

Do any of the following:



- Put the call on speakerphone: Tap .
- Mute the microphone so you can't be heard: Tap .

TIP You don't need an on-hold button to put a call on hold. Just tap the mute icon to mute your end of the line.

- Open the dial pad to enter numbers for navigating phone trees, responding to prompts, and so on: Tap .
- Add a call: See Make a second call.
- Adjust call volume: Press **Volume**.

* Volume

DID YOU KNOW? You can send and receive text messages during a call. This is a great way to stay connected with friends and colleagues during a long call (see Create and send a text or multimedia message).

End a call

- Tap .
- Minimize the call screen to a card, and throw the card off the top of the screen.
- If a headset is attached, press the button on the headset.

Use another application while on a call

While you're on a call, you can use many other applications on your phone, for example, the personal information applications (Contacts, Calendar, and so on). You can also send and receive text messages. But when you're on a call, you can't use the Verizon Wireless network to make a data connection. So if you want to browse the web or send and receive email or IM messages during a call, you must connect to a Wi-Fi network (see Wi-Fi).

NOTE You can't send or receive multimedia messages using a Wi-Fi network.

1 While on a call, do one of the following:

- Display Card view (see Display all open applications (Card view)) and begin typing the name of the app.
- Open the Launcher (see Open an application in the Launcher).
- Open Quick Launch (see Open an application in Quick Launch).

2 Tap the application to open and work in it.

3 Tap the call notification at the bottom of the screen to return to the call screen.

Make a second call

1 While on a call, tap . This does not mute the microphone or put the first call on hold.

2 Dial the second call.

Answer a second call (call waiting)

When a second call notification appears, tap . The first call is put on hold.

Manage multiple calls

If you are on a call and make or answer a second call, you can switch between the calls or put the calls into a three-way conference, depending on the situation. This table describes the different ways you can manage multiple calls.

Table 1. Options for managing multiple calls

First call	Second call	Options	Ending the call
Outgoing	Outgoing	When you make the second call, the first call is put on hold. You can talk to the second person only, or put the two calls into three-way conference (see Make a conference call).	When you end the call (see End a call), you hang up both calls. This is true whether you are talking to the second person only, or have joined the calls into conference. Alternately, you can ask one of the callers to hang up so you can continue to talk to the other person.
Outgoing	Incoming	You can switch between the two calls (see Switch between two calls). When you make one call active, the other call is put on hold.	When you end the call (see End a call), you hang up both calls. If the incoming call was on hold, you automatically get a call back from that number. If either person hangs up, you can continue to talk to the other person.
Incoming	Incoming	You can switch between the two calls (see Switch between two calls). When you make one call active, the other call is put on hold.	When you end the call (see End a call), you hang up both calls. You automatically get a call back from the number that was on hold. If either person hangs up, you can continue to talk to the other person.

Table 1. Options for managing multiple calls

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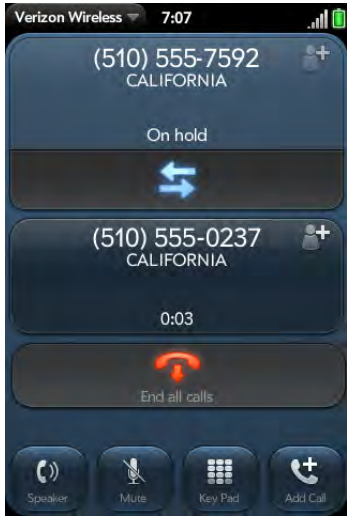
Switch between two calls

You can switch between calls only if the second call is incoming.

- Tap to put the active call on hold and switch to the other call.

For example, in the screen shown here, the call on the top of the screen, 555-7592 is currently on hold. The call on the bottom of the screen, 555-0237, is the active call—the caller you're talking to. To switch between the two, so that you switch to talking to 555-7592, tap . Just remember to tap to switch between the two calls.



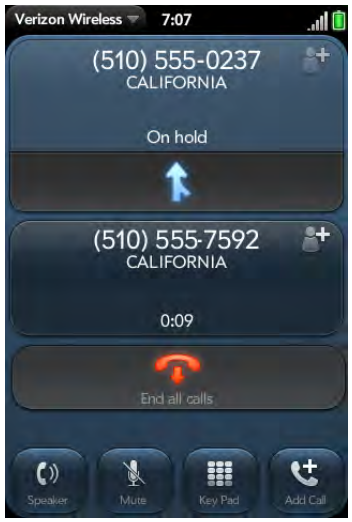
See Manage multiple calls for options on working with and ending multiple calls.

Make a conference call

If you make an outgoing call, you can make a second call and create a three-way conference call, provided that the service is available in your area. Please contact Verizon Wireless for more information. Additional charges may apply, and minutes in your mobile account may be deducted for each call you make.

1 Make a call, and then make a second call. This is the limit of conference callers. Check your service plan about conference calls.

2 Tap to create the conference call.



See Manage multiple calls for options on working with and ending a conference call.

Look up or send a message to a contact

When you're on a call with a contact, tap the contact name to see the person's information in Contacts. With the contact entry open, you can do the following:

- Tap to send the contact a text message. For example, if the contact is on hold while you're having a long conversation with a second caller, you can send the contact a text stating you'll call him or her back.
- Tap **Edit** to edit the contact entry. For example, if a contact gives you his or her new email address while you're talking, you can enter the address during the call.

What's my number?

1 Open **Phone** .

2 Open the application menu and tap **Preferences & Accounts**. Your phone number appears at the top of the Phone Preferences screen.

TIP You can also see your phone number by opening **Device Info**. The number appears as the first entry under **Phone**.

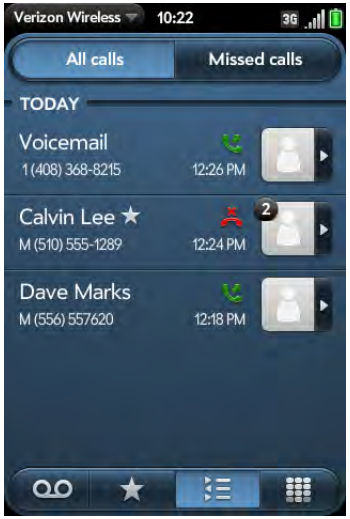
View your call history

Your call history is more than just a log. It's also a place where you can dial a number, send a text message, and save or view contacts.

1 Open **Phone** .

2 Tap .

3 Do any of the following:



- To switch the types of calls displayed: Tap **All Calls** or **Missed Calls**.
- To call a number: Tap the number.
- To display other options for the contact or number: Tap the contact icon or the contact picture to the right of the number.

DID YOU KNOW? If a call history entry displays a number next to the contact picture or icon, this indicates that you made and/or received multiple calls to or from that phone number or contact in the same day. If you had calls to or from a contact using more than one of that contact's phone numbers, all calls are collapsed into a single entry, and the most recently used phone number is displayed.

- To delete a call history entry: Throw the entry off the side of the screen. Tap **Delete** to confirm.
- To clear the call history: Open the application menu, tap **Clear Call History**, and tap **Clear Call History** to confirm**.**

4 If you displayed additional options for the contact or number, do any of the following:

- To call an alternate number for a contact: Tap the number.
- To send a text message: Tap .
- To save the number to Contacts: Tap **Add to Contacts** (see Save a phone number to Contacts).
- To view a contact entry: Tap **View Contact**.

DID YOU KNOW? The additional options display includes the time and type (incoming, outgoing, missed) of the call. If a call history entry collapses multiple calls, the additional options show information for each call.

Work with favorites

You can quickly reach your closest contacts by phone, email, or text/multimedia message by designating them as favorites. Creating a favorite from a contact lets you view and touch base with that contact in just a few taps.

For instructions on calling a contact you designate as a favorite, see Dial a favorite.

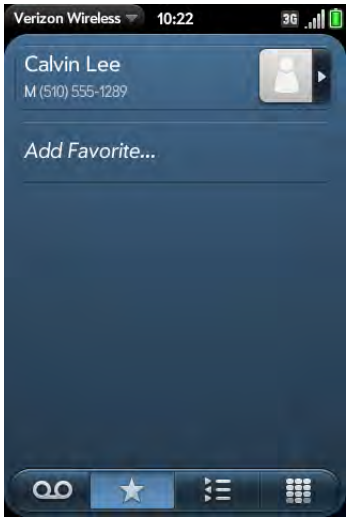
Create a favorite

You can also create favorites in Contacts (see Create a favorite).

1 Open **Phone** .

2 Tap ★.

3 Tap **Add Favorite**, search for the contact, and tap the contact when the name appears.



4 If the contact has more than one phone number, tap the number you want to set as the favorite. When you call the favorite, the call is made using this number.

View favorite details

From the favorites list, you can dial a different phone number for that contact, send a message, or view the favorite's contact entry.

TIP In the favorites list, you can change the order of any favorite with an assigned default number (see Create a favorite and Set or change the default number for a favorite) by tapping and dragging. So you can put the people you call most at the top of the list.

1 Open **Phone**.

2 Tap ★.

3 Tap the contact photo or contact icon to the right of the favorite name.

4 Do one of the following:

- To call the favorite using a different number: Tap the number.
- To send the favorite a text/multimedia message: Tap .
- To view the favorite's contact entry: Tap **View Contact**.

Add a phone number to a favorite

If you create a favorite in Contacts, but the contact does not have a phone number associated with it, you can add a phone number to the favorite in Phone.

1 Open **Phone**.

2 Tap ★ and tap the favorite.

3 Enter the number, and tap to select the phone number type (see Create a contact for information).

4 Tap **Done**.

NOTE You can enter more than one phone number for the favorite here. If you do, you need to set one of the numbers as the default (see Set or change the default number for a favorite).

Set or change the default number for a favorite

If you create a favorite in Contacts, but the contact has more than one phone number associated with it, you need to set the default number for the favorite in the Phone app.

Also follow these steps if you want to use a different number as the default number for a favorite.

1 Open **Phone** .

2 Tap .

3 Do one of the following:

- To set a default number: Tap the favorite.
- To change the default number: Tap the contact photo or contact icon to the right of the favorite name, and tap **Change Default Number**.

4 Tap the number you want to use.

Remove a contact from the favorites list

When you remove a contact as a favorite, you do not delete the contact itself. The contact no longer shows up as a favorite in Phone, Contacts, Email, Messaging, or Just Type search results.

1 Open **Phone** .

2 Tap .

3 Throw the favorite off the side of the screen. Tap **Delete** to confirm.

TIP You can also remove a contact as a favorite from within the Contacts app (see Remove a contact from favorites).

Save a phone number to Contacts

You can save the number from an incoming or outgoing call to an existing contact, or create a new contact for the number. If an incoming call uses caller ID blocking, you cannot save the number.

1 Do one of the following:

- If you enter a phone number in Just Type that is not associated with a contact, tap **Add to Contacts**.
- Before dialing a number you entered in the dial pad, tap **Add to Contacts**.
- During a call, tap at the top of the screen.
- After a call, from the dial pad, tap . Tap the contact icon to the right of the number, and tap **Add To Contacts**.

2 Tap one of the following:

Add New Contact: Create a new contact for the phone number.

Add To Existing: Tap the contact you want to add the phone number to.

Use a phone headset

You can connect the headset that came with your phone or another 3.5mm headset (sold separately) for hands-free operation.

WARNING If driving while using a phone is permitted in your area, we recommend using a headset or hands-free car kit (sold separately). However, be aware that use of a headset that covers both ears impairs your ability to hear other sounds. Use of such a headset while operating a motor vehicle or riding a bicycle may create a serious hazard to you and others, and may be illegal. If you must use a stereo headset while driving, place a speaker in only one ear. Leave the other ear free to hear outside noises, and use the headset only if it is legal and you can do so safely.

Use a wired headset

Your phone works with headsets that have a 3.5mm connector (look for three colored bands on the plug). When in doubt, ask the third-party headset manufacturer if the product is compatible with your phone. If you hear a headset buzz or poor microphone performance, your headset may be incompatible with your phone.

1 Connect the headset. While on a call, the icon changes to 🎧.

2 The button on the headset performs different actions depending on the headset model and what's happening on the phone. Press the button once to perform any of the following tasks supported by your particular headset:

- Answer an incoming call.
- Respond to call waiting.
- Hang up a single active call or all calls on a conference call.
- Switch between calls if there is one active call and one call on hold.

3 If you want to stop using the headset, do any of the following:

- To switch from the headset to your phone's speakerphone: Tap 🎧 and tap **Speaker**.
- To switch from the wired headset to a previously paired Bluetooth® hands-free device: Tap 🎧 and tap the device name.
- To use your phone without the headset: Disconnect the headset.

Set up and use a Bluetooth® hands-free device

Your phone is compatible with many headsets and car kits (sold separately) enabled with Bluetooth® wireless technology version 2.1, with EDR and Stereo (with AVRCP media controls).

After you set up a connection with a Bluetooth headset or hands-free car kit, you can communicate using that device whenever it is within range and the Bluetooth feature on your phone is turned on. The range can vary greatly, depending on environmental factors. The maximum is about 30 feet (10 meters).

NOTE You can use a stereo (A2DP-enabled) Bluetooth headset or speakers to listen to music files on your phone. You cannot, however, use a mono Bluetooth headset to listen to music files.

1 Open **Bluetooth** .

2 If the Bluetooth setting at the top of the screen is off, tap **Off** to switch the Bluetooth feature from Off to On.

3 Tap **Add device**.

4 In **Type**, make sure **Audio** is selected.

5 Tap the device name.

6 To use a Bluetooth device with your phone, follow the instructions that came with the Bluetooth device.

7 To switch to another Bluetooth device while on a call: Tap and tap the new device name. You can also tap **Handset** or **Speaker** to use your phone without the headset.

TIP If you make a Bluetooth connection with a car kit, you might get a notification on your phone asking if you want to upload contacts to the car kit. Tap **Allow** to upload contacts. If you later want to delete the contacts from the car kit, check the car kit documentation for instructions.

For more information on using the Bluetooth feature on your phone, see Bluetooth® wireless technology.

Customize phone settings

Use Phone Preferences to customize phone settings.

Turn contact match display on/off

By default, when you have the dial pad displayed but you're using the keyboard to enter a phone number, both numbers and letters appear and your phone performs a search of matching names in Contacts. If you turn off this preference, typing on the keyboard with the dial pad displayed enters numbers only, and no search is done in Contacts.

1 Open **Phone** .

2 Open the application menu and tap **Preferences & Accounts**.

3 In **Show Contact Matches**, tap **On** or **Off**.

TIP If you turn off the Show Contact Matches preference, you can still perform a contact search in the Phone application. After opening **Phone**, tap the contact list icon to the right of "Enter name or number." Type the contact name or initials, and tap the number when it appears.

Turn the international dialing auto-prefix feature on/off

When the international dialing preference is on, your phone automatically adds the correct international dialing prefix and country code to any 10-digit U.S. or Canadian number. You should turn this feature on when you are traveling outside the U.S. or Canada. When the feature is on, you can simply enter a 10-digit number or dial a contact with a 10-digit number, and the call goes through correctly. The preference does not work with 7-digit numbers.

1 Open **Phone** .

2 Open the application menu and tap **Preferences & Accounts**.

3 In **International Dialing**, tap **Off** to switch international dialing from Off to On.

4 Begin typing the name of the country you are currently located in, or scroll the list to find it.

5 Tap the country when it appears.

NOTE Your Pre 2 phone supports only International CDMA Roaming. Refer to verizonwireless.com/global for a complete list of the over 40 countries in which your Pre 2 phone is Global Ready.

Set your international dialing method

If you have a Skype account (see Sign in to or create a Skype account), you can set whether your phone dials international calls using your Verizon

Wireless account or your Skype account. Alternately, you can select to be prompted for the account to use each time you make a call.

1 Open **Phone**.

2 Open the application menu and tap **Preferences & Accounts**.

3 In **Use**, tap one of the following:

- To use your Verizon Wireless account for international calls: Tap **Carrier**.
- To use your Skype account for international calls: Tap **Skype mobile**.
- To see a prompt asking you which method you want to use every time you make an international call: Tap **Always Ask**.

Sign in to or create a Skype account

If you have a Skype account, you can sign into the account in Phone preferences. You need to be signed in to call and chat with Skype contacts. You can also sign in to a Skype account in Accounts (see Manage online accounts), Messaging (see Sign in to an IM account), or Contacts (see Customize Contacts).

If you don't have a Skype account, you can create one on your phone in Phone preferences, Accounts (see Use the Accounts application to set up an online account), Messaging (see Create a Skype account), or Contacts (see Customize Contacts).

1 Open **Phone**.

2 Open the application menu and tap **Preferences & Accounts**.

3 Under **Accounts**, tap **Add An Account**.

4 Tap **Skype mobile**.

5 Do one of the following:

- To sign in to your existing Skype account: Tap **Sign In**. Enter your Skype name and password, and then tap **Sign In**. You're done with this procedure.
- To create a new account: Tap **Create Account** and continue with step 6.

6 Tap **Accept** to agree to Skype's terms and conditions.

7 Enter the following details:

- Full Name: Enter your full name.
- Skype Name: Enter a name that you will use to identify yourself to other Skype users.
- Password: Enter a password and then enter it again.
- Email Address: Enter your email address and then enter it again.

8 Tap **Create Account**.

TIP If you change your Skype username or password, you need to edit the account information on your phone. Open **Phone**, open the application menu, and select **Preferences & Accounts**. Under **Accounts**, tap **Skype mobile**. Under **Login Settings**, enter your new username or password, and then tap **Sign In**.

Set permissions for incoming Skype calls

If you have a Skype account, you can select whether to receive incoming calls from any Skype member, or from people in your Skype contacts only.

1 Open **Phone**.

2 Open the application menu and tap **Preferences & Accounts**.

3 Under **Accounts**, tap **Skype mobile**.

4 Under **Allow Skype Calls From**, tap **Anyone** or **Only My Skype Contacts**.

Set DTMF tone length

DTMF tones are the tones that are sent across the network when you press a key while on a call—for example, when you enter a password. You can set the tone length to be short or long.

1 Open **Phone**.

2 Open the application menu and tap **Preferences & Accounts**.

3 In **DTMF Tones**, tap **Short** or **Long**, and then tap the option you want.

Use dialing shortcuts

Dialing shortcuts add a prefix at the beginning of a number, so you can dial an extension instead of the whole number.

1 Open **Phone**.

2 Open the application menu and tap **Preferences & Accounts**.

3 Under **Dialing Shortcuts**, tap **Add new number**.

4 Set the following:

When I Dial: Tap this field and select the number of digits you need to enter to have your phone add a dialing prefix.

Use This Dialing Prefix: Enter the prefix to be added at the beginning of the dialed number. The combination of prefix and digits you enter must add up to a complete phone number.

5 Tap **Done**.

Example: A complete phone number in your company's phone system has 11 numbers, for example, 1-408-555-1122. When dialing from a phone that's part of the system, you need to dial only the last five digits (51122). When you create a dialing shortcut on your phone, you select "5 digit numbers" for **When I Dial** and enter "140855" in **Use This Dialing Prefix**. So when you dial your co-worker's five-digit extension (51122), your phone automatically dials the whole number: 1-408-555-1122.

Set roaming and data usage preferences

Use roaming and data usage preferences to set options for using your phone in your home network and while roaming. For example, you can set options to prevent placing a call or making a data connection while roaming, so that you avoid extra charges.

1 Open **Phone**.

2 Open the application menu and tap **Preferences & Accounts**.

3 Under **Network**, set any of the following:

Voice Network: Tap **Verizon Only** to allow phone calls only when you are on the Verizon Wireless network, or tap **Automatic** to allow roaming on other networks.

NOTE On some phones, the Voice Network list might display several Automatic options: **Automatic-1**, **Automatic-2**, and so on. If you see these options, contact Verizon Wireless to find out which option to select.

Data Roaming: Set whether to allow web browsing, email, multimedia messaging, and instant messaging when you are roaming. This option appears only if you have set **Voice Network** to **Automatic**.

Data Usage: Set whether to turn data services—web browsing, email, multimedia messaging, and instant messaging—On or Off.

TIP If your phone battery is low and you need to conserve power to make or receive calls, turn data services off to help extend battery life.

Turn TTY/TDD on/off

A TTY (also known as TDD or text telephone) is a telecommunications device that allows people who are deaf or hard of hearing, or who have speech or language disabilities, to communicate by telephone. Your phone is compatible with select TTY devices.

You can connect a TTY/TDD machine to your phone using the headset jack. Check with the manufacturer of your TTY device for connectivity information. Be sure that the TTY device supports digital wireless transmission.

When TTY/TDD is turned on, the icon appears in the title bar.

1 Connect a TTY/TDD device to your phone using the headset jack.

2 Open **Phone** .

3 Open the application menu and tap **Preferences & Accounts**.

4 In **TTY/TDD**, tap **On** or **Off**.

Email, text, multimedia, and instant messaging

Enjoy the ease and speed of keeping in touch with friends, family, and colleagues anywhere you can access the Verizon Wireless data network or a Wi-Fi network. You can send and receive attachments as well.

And keep the Messaging app in mind for times when you need to send a short text, multimedia, or instant message to a mobile phone number—especially handy when you're in a meeting that's running late.

In this chapter

84 Email
96 Messaging

Email

How do I send and receive email on my phone?

Use the Email application on your phone to access the many email accounts you have: company (like Exchange), ISP (like Earthlink or Comcast), and web-based (like Gmail).

The Palm® Synergy™ feature makes it easy to synchronize exactly the data you want from an online account:

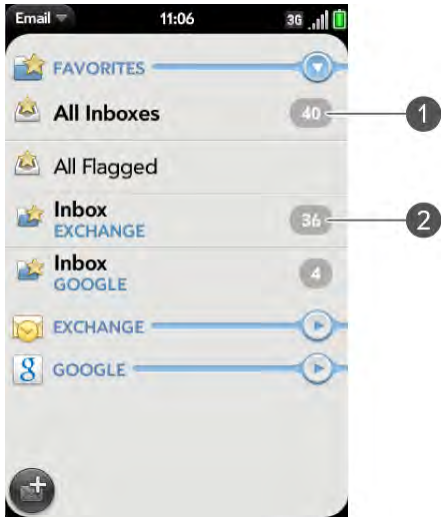
- If you want to sync all your data from an account: Set up the account directly in Email, Contacts, or Calendar. By setting up synchronization in one app, synchronization of the other apps is automatically set up for you. For example, if you set up your Google contacts account in Contacts before you set up Gmail, when you first open Email, you find that your Gmail messages are already downloaded. And when you first open Calendar, you find that your Google calendar events are already in your phone's Calendar app.
- If you want to specify which apps get data from an online account: Set up the account using the Accounts application (see Use the Accounts application to set up an online account).

For email accounts that do not make use of the Synergy feature, you need to set up the Email account either in the Email application (see Set up email) or in the Accounts application (see Use the Accounts application to set up an online account).

You can also use your phone's web browser to view your web-based email—just go to the email provider's website.

Merged inboxes in Email

You can set up multiple email accounts on your phone. When you open Email, you see all your accounts in a single view: Account List view. From there, you can open the inbox of an individual account, or you can open the All Inboxes smart folder and see all messages from all your inboxes displayed in a merged view.



1 Number to the right of All Inboxes indicates the total number of unread email messages in all your email accounts.

2 Number to the right of individual folder name indicates the number of unread messages in that folder.

If you reply to a message when you're working in All inboxes, the message is sent from the same account in which it was received. To reply from a different account, tap the **From** field and tap the other account.

If you create a new message when you're working in All Inboxes, the message goes out using the account you set as the default account (see Set email preferences).

Set up email

Follow this procedure if you have a common email provider, for example, AOL, EarthLink, or Yahoo!. If you are setting up the Email application to work with your corporate email account that uses Microsoft Exchange ActiveSync, see Set up email: Microsoft Exchange.

If the email account you set up takes advantage of the Synergy feature, then setting up email also synchronizes the provider's calendar and contacts.

1 Open **Email**.

2 Do one of the following:

- The first time you open Email, tap an account type or tap **Email Account**.
- If you have already set up an account that takes advantage of the Synergy feature and want to set up another one, tap **Add An Account**, and then tap an account type or tap **Email Account**.
- Any other time you open Email, open the application menu, tap **Preferences & Accounts**, tap **Add Account**, and tap an account type or tap **Email Account**.

3 Enter your email address and password, and tap **Sign In**.

4 Depending on the account, you may be presented with options for which apps should download data from that account. For each app, tap **On** or **Off**, and then tap **Create**.

5 Tap **Done**.

NOTE If automatic setup fails for your email account, an error message appears. Tap **Manual Setup** or **Find a Synergy Service**, gather the settings info you need, and enter the account settings (see Set up email when automatic setup fails).

Set up email: Microsoft Exchange

Follow this procedure to get email for an Exchange account.

BEFORE YOU BEGIN Get this info from your email provider or system administrator:

- Mail server name or IP address for receiving mail
- Server domain name
- Your username and password

NOTE If your corporate Exchange system utilizes policies such as remote wipe and password enforcement (including minimum password length, allowed number of failed password attempts, and other parameters), those policies are supported in your Exchange account on your phone. Check with your system administrator for details.

1 Open **Email**.

2 Do one of the following:

- The first time you open Email, tap **Microsoft Exchange**.
- If you have already set up an account that takes advantage of the Synergy feature and want to set up another one, tap **Add An Account**, and tap **Microsoft Exchange**.

- Any other time you open Email, open the application menu, tap **Preferences & Accounts**, tap **Add Account**, and then tap **Microsoft Exchange**.

3 Enter your email address and password, and tap **Manual Setup**.

4 Enter info for the incoming mail server as needed, based on the server information you got from your email provider or system administrator. You can enter either the server name or IP address in the **Incoming Mail Server** field.

5 Tap **Sign In**.

To keep your Exchange account secure, you may be asked to set a password or PIN that is required to unlock the phone. Tap **Set Password** or **Set Pin**. Enter a password or PIN and tap **Done**.

6 You may be presented with options for which apps should download data from that account. For each app, tap **On** or **Off**, and then tap **Create**.

7 Tap **Done**.

Set up email when automatic setup fails

Follow these steps if automatic setup (see Set up email) does not work for your email account.

BEFORE YOU BEGIN Get this info from your email provider or system administrator:

- Account type (POP or IMAP)
- Incoming and outgoing mail server names
- Incoming mail server username and password
- Incoming and outgoing server port numbers
- Any SSL requirements for incoming and/or outgoing mail
- Any authentication (ESMTP) requirements for outgoing mail
- Root folder (IMAP accounts only)

1 If you have already started account setup and an "Unable To Sign In" message appears, tap **Manual Setup**, and skip to step 6. Otherwise, start at step 2.

2 Open **Email**.

3 Do one of the following:

- The first time you open Email, tap **Email Account**.
- If you have already set up an account that takes advantage of the Synergy feature and want to set up another one, tap **Add An Account**, and then tap **Email Account**.

- Any other time you open Email, open the application menu, tap **Preferences & Accounts**, tap **Add Account**, and then tap **Email Account**.

4 Enter your email address and password, and tap **Manual Setup**.

5 Tap the **Mail Type** field and tap your account type.

6 Enter info for the incoming and outgoing mail server as needed, based on the server information you got from your system administrator.

7 Tap **Sign In**.

8 Depending on the account, you may be presented with options for which apps should download data from that account. For each app, tap **On** or **Off**, and then tap **Create**.

9 Tap **Done**.

Enter advanced account settings

These settings apply only to the account you select in step 3.

1 Open **Email**.

2 Open the application menu and tap **Preferences & Accounts**.

3 Tap the account name.

4 Set any of the following:

Account Name: Enter the name that appears in the account list.

Full Name: Enter the name you want to appear in the From field for messages you send.

Show Icon: Set whether a notification icon appears onscreen when a new message arrives.

Alert: When Show Icon is on, set whether a sound plays when a new message arrives (see Turn new email notifications on/off).

Signature: Tap to create a signature that's added to outgoing messages (see Add a signature to outgoing messages).

Reply-to Address: Enter the address you want recipients to see and reply to on your outgoing messages, if this is different from the email address you send the message from.

Show Email: Set how many days' worth of messages to retrieve from the server.

Get Email: Set how frequently to synchronize email for this account.

Sync deleted emails (POP accounts only): Set whether messages should be deleted on the server when you delete them on your phone.

Sync server to device (POP accounts only): Set whether messages should be deleted on your phone when they are deleted on the server.

Default Folders (IMAP accounts only): Specify the folder where messages you send, save as drafts, or delete are stored.

Change Login Settings: See Change account login settings.

Remove Account: See Delete an email account.

Turn new email notifications on/off

The settings you select here apply to individual email accounts. You can apply different settings to each email account.

1 Open **Email**.

2 Open the application menu and tap **Preferences & Accounts**.

3 Tap an account in **Accounts**.

4 In **Show Icon,** tap **On** or **Off**.

5 Tap **Alert**, and tap any of the following:

Vibrate: The phone vibrates with no other sound.

System Sound: The system sound plays. If the ringer is off, the phone vibrates.

Ringtone: Tap **Ringtone**, and tap a ringtone name. To hear the ringtone: Tap to the right of its name.

Mute: No sound plays and the phone does not vibrate.

Change account login settings

When you change your password for an online email account, remember to make the change in the account settings on your phone.

1 Open **Email**.

2 Open the application menu and tap **Preferences & Accounts**.

3 Tap the account name.

4 Tap **Change Login Settings** and tap the relevant fields to change the account information.

Rename an account

You can change the name that appears in the account list.

1 Open **Email**.

2 Open the application menu and tap **Preferences & Accounts**.

3 Tap the account name.

4 Tap **Account Name** and enter a new name.

Delete an email account

When you delete an email account from your phone, it removes the account information from your phone only. It does not affect your account with the email provider.

1 Open **Email**.

2 Open the application menu and tap **Preferences & Accounts**.

3 Tap the account name.

4 Tap **Remove Account,** and then tap **Remove Email Account**.

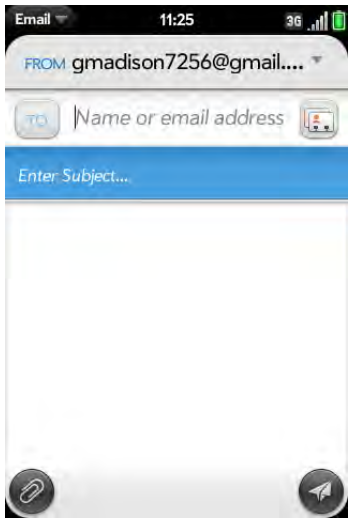
Create and send an email message

1 Open **Email**.

2 If this is the first time you have opened the Email application, and you set up synchronization with at least one email account already while setting up an account in Contacts, Calendar, or Messaging, tap **Done**. If you have not set up an email account, see Set up email.

3 Tap .

TIP If you have set up an email account, you can also start writing an email from Card view or the Launcher. Start typing a message, scroll down the list of search options, and tap **New Email**. The Email application opens at a new email message, with the text you entered in the body of the message.



4 (Optional) Tap **From** to change the email account you are using to send the message. This option appears only if you have more than one email account set up on your phone.

5 In the To field, do one of the following to address the message:

- Enter a contact name, initials, or email address. Tap the email address when it appears. When you enter a contact name, favorites appear at the top of the search results (see Create a favorite).
- Tap to open the full contact list. Tap the contact you want, or enter a name or address to narrow the list.
- Enter the full email address for a recipient who is not a contact.

TIP To address an email directly from the Launcher or Card view, type the email address. If the email address is already associated with a contact, the contact is displayed. Tap the email address. A new email is opened, with the address in the To field.

6 (Optional) Tap **To** to open the Cc and Bcc fields, and enter an address.

7 (Optional) Repeat steps 5 and 6 to enter additional addresses.

8 Enter the subject, press **Enter**, and enter the body text.

9 (Optional) To set the priority for the message: Open the application menu and tap **Set As Normal Priority** or **Set As High Priority**.

10 (Optional) To discard a message: Open the application menu and tap **Discard Message**.

11 Tap .

Format email text

To format the text of a message you are creating, do one of the following:

- To enter bold, italic, or underlined text: Open the application menu and tap **Edit** > **[the option you want]**. Enter the text. To turn off the formatting, open the application menu and tap **Edit** > **[the option you want to turn off]**.
- To enter colored text: Open the application menu and tap **Edit** > scroll down > **Text Color**. Tap the color and enter the text.
- To format text you already entered: Select the text (see Text selection gestures), open the application menu, and tap **Edit** > **[the option you want]**. To turn off a formatting option, open the application menu and tap **Edit** > **[the option you want to turn off]**. For text color, tap the black square.

Add attachments to a message

1 While composing a message, tap .

2 To get the file you want to attach, do the following:

- Tap an icon at the bottom of the screen to search for pictures, videos, music files, or documents.
- Begin typing the file name.
- To take a new picture to send as an attachment: Tap the photo icon at the bottom of the screen, tap **New Photo**, take the photo, and then tap **Attach Photo**.
- To record a new video to send as an attachment: Tap the video icon at the bottom of the screen, tap **New Video**, record the video.

3 Tap the file name.

4 Repeat steps 1–3 to attach other files.

Save a message as a draft

- While composing a message, open the application menu and tap **Save As Draft**.

Receive and read email messages

The Email application synchronizes messages anytime you open a mail folder. It also synchronizes messages on an automatic schedule—the default interval is every 20 minutes (see Enter advanced account settings for information on changing the interval).

Follow these steps to manually retrieve messages.

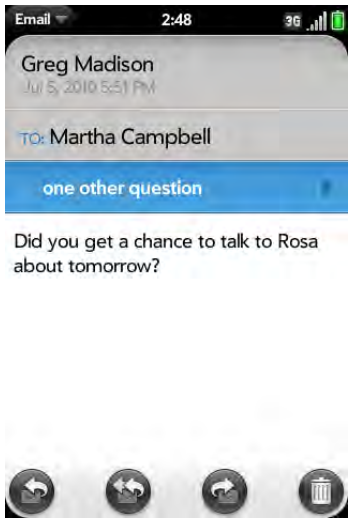
1 Open **Email** .

2 If the folders for the account you want are hidden, tap to display the folders.

3 Tap the folder you want to check messages for. If synchronization doesn't start, tap .

How can you tell if sync is happening? Look for the animated circular movement around the number of messages in the upper-right corner of the screen.

4 Tap a message to open it.



5 (Optional) Do any of the following:

- To call a number: Tap the number, and tap to call it.
- To send a text message: Tap and hold the number, and tap **Text**.
- To send an email: Tap the email address, enter your message, and tap .
- To go to a web address: Tap it.
- To share a link to a web site: Press and hold **Option** and tap the link. Then tap **Share Link**.
- To copy a link to a web site: Press and hold **Option** and tap the link. Then tap **Copy URL**.

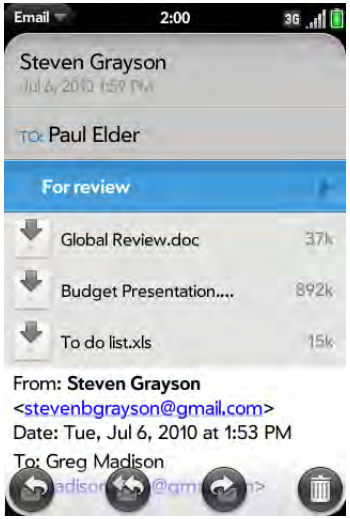
6 Tap or in the subject line to view the previous or next message.

7 To view messages for another account, make the back gesture twice (see Go up one level in an app (back gesture)) to return to the account list, and tap the account name.

Open email attachments

You can receive any kind of file sent to you in email, but you can open an attachment only if your phone has an application that can open the file type.

- To open a single attachment: Tap the attachment name to download the attachment. If the attachment is a supported file type (MP3, PDF, DOC, DOCX, XLS, XLSX, PPT, PPTX, TXT, GIF, or JPG), it opens automatically. To play an MP3 file, tap . Tap to pause.
- To open multiple attachments: Tap the list of attachment names to view the attachments, and tap an attachment name to open the file.



Save attachments

When you open attachments of certain file types, you can save them to your phone so you can view them later in one of your phone's applications.

1 Open the attachment (see Open email attachments).

2 Do one of the following:

- For pictures in JPG, GIF, BMP, or PNG format, tap **Copy To Photos**.

- For other file types, open the application menu and tap **Save As**. If the Save As menu item is not available, you cannot save the attachment. To save Microsoft Word, Excel®, or PowerPoint® files, you must have set up a Quickoffice account (see Quickoffice® mobile office software).

3 To open a saved attachment on your phone, open the application that can display the attachment. The attachment appears in the list of available files. Tap the file to open it.

Save or share an inline image

If a message contains an inline image—an image inserted right into the body text—you can share the image with someone else via email. If you choose this option, a new blank email message opens with the image file as an attachment.

If the image is in JPG, GIF, BMP, or PNG format, you can also save it to and view it in the Photos app.

Do one of the following:

- To share an image: With the message open, press and hold **Option** and tap the image. Then tap **Share Image**.
- To copy an image to photos: Tap the image file name and then tap **Copy to Photos** (if available).

Add a contact from an email message

You can add a contact name or email address to your Contacts list directly from the To or Cc field, or from the body, of an incoming email message. You can either create a new contact or add the information to an existing contact.

To add a contact from the To or Cc field:

1 In a message you've received, tap the name or email address.

2 Tap **Add To Contacts**.

3 Tap one of the following:

Add New Contact: Create a new contact for the name or address.

Add To Existing: Tap the contact you want to add the name or address to.

DID YOU KNOW? You can add an email address to Contacts directly from the Launcher or Card view. Type the email address. If the email address is not already in Contacts, tap **Save to contacts**. Tap **Add To Contacts**, and tap **Add New Contact** or **Add To Existing**. Enter the contact details and tap **Done**.

View a contact from an email message

- In a message you've received from someone listed in the Contacts app, tap the name to open the contact entry.

Search for an email message

You can search for messages in any email folder. Incoming messages must be fully downloaded to your phone to show up in search results.

- In Launcher or Card view, type a few characters of a name, email address, or subject of an email. Scroll to find the email you want, and tap to open it.
- Open **Email**, and open the folder containing the message. Start typing a name, email address, or subject line of a message you're looking for. Matching results appear as you type. Keep entering characters to narrow the list.

Reply to a message

1 Open a message.

2 Tap one of the following:

: Reply to just the sender.

: Reply to the sender and all other addressees.

3 Enter the reply message text and tap .

Forward a message

1 Open a message and tap .

2 Address the forwarded message (see Create and send an email message).

3 Enter the forwarded message text and tap .

Copy messages

You can copy the body text of a message.

1 Open a message.

2 Open the application menu, tap **Edit**, and tap **Copy All**.

Move a message to another folder

1 Open a message.

2 Open the application menu and tap **Move To Folder.**

3 Tap the folder you want.

Mark a message as read or unread

1 Open a message.

2 Open the application menu and tap **Mark as Read/Unread**.

Mark all messages in a folder as read

1 Open a folder.

2 Open the application menu, tap **Mark All Read**, and then tap **Mark All Read** again.

Flag or unflag a message

When you flag a message, a is placed beside the message in your Inbox. You might flag a message to highlight it as something that you need to return to.

1 Open a message.

2 Open the application menu and tap **Set flag** or **Remove flag**.

Show or hide message header details

1 Open a message.

2 Tap a recipient name to show details. Tap again to hide details.

Delete a message

Deleting a message moves it to your deleted items folder, so it's still on your phone. Depending on your email account, this folder is called Deleted Items, Deleted, Trash, or something else.

Do one of the following:

- In the message list: Throw the message off the side of the screen.
- In an open message: Tap .

To avoid deleting a message accidentally, you can turn the Delete Confirmation preference on (see Set email preferences). If you do accidentally delete a message, you can move it back to the original folder (see Move a message to another folder). To remove a message from your phone permanently, delete it from the deleted items folder. To delete all messages from the deleted items folder, open the application menu while in the folder, tap **Empty Trash**, and then tap **Empty Trash** again.

TIP If you change the folder where you store deleted messages for an IMAP account (see Enter advanced account settings), deleting messages from the folder removes them from your phone.

Add a signature to outgoing messages

A signature includes information you want to add to the closing of all your outgoing messages—for example, your name, address, and phone numbers; your website; or a personal motto. You can use a different signature for each email account.

1 Open **Email** .

2 Open the application menu and tap **Preferences & Accounts**.

3 Tap the account you want.

4 Tap the **Signature** field and enter the signature text. To format the text with bold, italics, or color, select the text (see Text selection gestures), open the application menu, and tap **Edit** > **[the option you want]**.

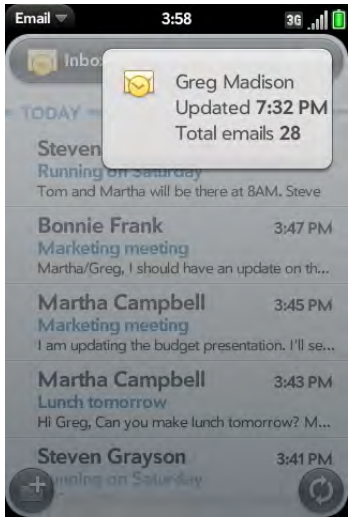
View mail folders

1 Open **Email** .

2 Tap to the right of an account name.

3 Tap the folder name you want to open.

4 (Optional) Tap the folder header to view information such as last sync and number of messages.



Sort email in a folder

1 Open **Email**.

2 If the folder you want is not displayed, tap to display the folders for one of your accounts.

3 Tap a folder, open the application menu, and tap **Sort**.

4 Tap any of the following:

By Date: Sort the folder contents by date, from most recent to oldest. Tap **By Date** again to sort in reverse order.

By Sender: Sort by sender first name, from A to Z. Tap **By Sender** again to sort in reverse order. In outgoing message folders, such as Sent and Outbox, By Sender sorts emails by recipient first names.

By Subject: Sort by subject, from A to Z. Tap **By Subject** again to sort in reverse order.

Add an email folder as a favorite

Favorites appear at the top of Account List view.

1 Open **Email**.

2 If the folder you want is not displayed, tap to the right of the email account name to display the folder.

3 Tap to the right of the folder name.

To remove a folder as a favorite, repeats steps 1 and 2 and tap to the right of the folder name.

Set email preferences

1 Open **Email**.

2 Open the application menu and tap **Preferences & Accounts**.

3 Set any of the following:

Smart Folders: Set whether to include **All Inboxes** and/or **All Flagged** messages as favorites at the top of Account List view.

Delete Confirmation: Tap to turn this setting **On**/**Off**. When Delete Confirmation is on, you are asked to confirm deletion of email messages.

Accounts: Tap an account name to enter advanced settings or to change synchronization settings for email, contacts, calendar events, or tasks (see Enter advanced account settings and Rename an account).

Add Account: See Set up email.

Default Account: Tap the account shown and then tap the account you want to set as the new default. The default account is used to send a message when you create a new message in Account List view or in a merged folder view such as All Inboxes or All Flagged.

Reorder accounts

You can change the order of the accounts in Account List view.

1 Open **Email**.

2 Open the application menu and tap **Preferences & Accounts**.

3 Tap and hold the account name, wait for the visual cue, and then drag the account up or down.

Reply to meeting invitations

You receive meeting invitations on your phone in the same way that you receive email messages. You cannot create meeting invitations on your phone.

Tap to accept, tentatively accept, or decline an invitation.

Here are the key features of meeting invitations:

- Meeting invitations appear on your phone in the Email application, not in the Calendar application.
- From within the Email application, you can accept, decline, or tentatively accept a meeting invitation.
- If you accept or tentatively accept an invitation, it appears as an event in Calendar.
- You can reply to and forward meeting invitations in the same way as email messages.

TIP If you receive an updated meeting invitation, you can again choose to accept, decline, or tentatively accept. If you receive a meeting cancellation, open the message and tap **Remove From Calendar** to delete the meeting from your calendar.

Send email messages from within another application

Use the share menu item in any application that supports this feature to send an item as an attachment to an email message. This feature is available in the Contacts, Photos, PDF View, and Memos applications, among others. Depending on the app, the menu item might be named **Share**, **Send**, or **Email**. For details, see the section in this guide on the specific application.

Messaging

What kinds of messages can I send and receive?

You can use the Messaging application to send and receive the following types of messages:

- Text and multimedia messages (see Create and send a text or multimedia message)
- Instant messages for an IM account you already have set up online (see Set up an instant messaging (IM) account)

The Synergy feature enables the Messaging app to gather all your text, multimedia, and instant messages to and from the same contact into a single conversation (sometimes called a "thread"). So you can see your entire message history with someone regardless of the different methods you happened to use to communicate with that person (see Work with conversations). You can even switch from account to account without losing the thread of your conversation (see Switch between messaging accounts in a conversation)—just pick the messaging account that's most likely to keep you in unbroken contact with the person you're talking to.

Work with conversations

When you exchange more than one message with a person, the messages are grouped into a conversation. A single conversation can contain text, multimedia, and IM messages. When you start or continue a conversation, the upper part of Conversation view displays all messages you've exchanged with this person, and the bottom part provides the area where you type your next message.

You can carry on multiple conversations at the same time.

1 Open **Messaging** .

2 Do one of the following:

- Start a new conversation: Create a message (see Create and send a text or multimedia message or Send and receive IM messages), or tap a message and reply to it.
- Continue an existing conversation: Tap the conversation.

3 Enter your message.

4 Tap .

TIP You can copy the contents of a conversation as plain text, which you can paste in a memo, email message, and so on (see Copy messages).

Switch between messaging accounts in a conversation

In a single conversation, you can switch between text/multimedia messaging and an IM account. So if you are having an IM chat with someone and he or she goes offline, you can send the person a text message to wrap up the conversation. You can also switch between different phone numbers for sending a text message to a person.

TIP To be able to switch between text messaging and IM messaging with someone, that person's mobile phone number and IM address must be in the same single contact or a linked contact. If the address and number are in different unlinked contacts, link them (see Link a contact).

1 In Messaging, start a new conversation or open one that's listed in Conversations view.

2 Tap **Text** or an IM account name in the upper-right corner of the screen. If available, the other ways to communicate with this contact appear in a list. Tap the account or phone number you want to use.

Dial a number from a conversation

1 Open **Messaging**.

2 Tap a conversation.

3 Do one of the following:

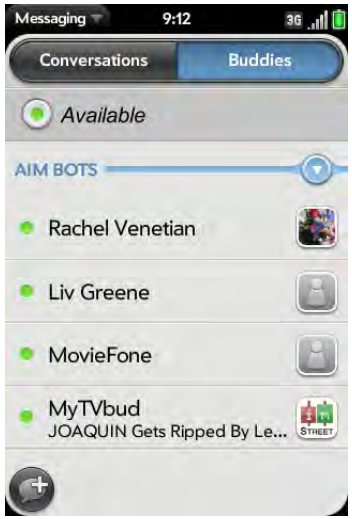
- Tap the contact name or phone number at the top of the screen, and tap the number you want to call.
- Tap **Text** or the IM account name in the upper-right corner, and tap beside the number you want to call.

Switch between Conversations view and Buddies view

Conversations view lists all of your Messaging conversations. Buddies view lists all of your IM buddies.

1 Open **Messaging**.

2 For Conversations view, tap **Conversations**. For Buddies view, tap **Buddies**.



3 In Buddies view, tap to expand a buddy list. Tap a buddy name to contact that person.

TIP You can set a preference to show all your buddies, whether they are online or offline, or to hide offline buddies. In Buddies view, open the application menu and tap **Show/Hide Offline Buddies**.

Create and send a text or multimedia message

Each text message can have up to 160 characters. You can send a message of more than 160 characters, but the message may be split into several messages. If you send a text message to an email address, the email address is deducted from the 160-character count.

Multimedia messages consist of text and pictures or videos. You can include pictures in JPG format.

DID YOU KNOW? You can send and receive text messages even while you are on a phone call. This is easiest when using a hands-free headset or the speaker.

BEFORE YOU BEGIN

- Before you use your phone to send or receive multimedia messages, refer to your service plan for pricing and availability of multimedia messaging services.
- Make sure that your phone is on and that you're inside a coverage area (see Turn wireless services on).

TIP You can also start writing a text message from Card view or the Launcher. Start typing a message, scroll down the list of search options, and tap **New SMS**. The Messaging application opens at a new message, with the text you entered in the body of the message.

1 Open **Messaging** .

2 The first time you open Messaging, tap **Done** to send a text or multimedia message. Thereafter, skip to step 3.

3 Tap . The cursor is in the To field. Do one of the following to address the message:

- Enter a contact's first or last name or initials, screen name, phone number, or email address. When you enter a contact name, favorites appear at the top of the search results (see Create a favorite). Tap the phone number, IM account name, or email address you want to use to send the message when it appears.
- Tap to open your full contact list. Tap the contact you want or enter a name or address to narrow the list.
- Enter a phone number for a recipient who is not a contact.
- Do you need to enter a short code that contains letters—for example, to text a vote to a TV poll or to make a donation to a charity? Use the keyboard to enter it; just press the letter keys and tap the code that appears under **Short Code**. This is not the same as dialing a number that is expressed as letters—for example, (555) 256 PALM. To dial a number like this, you must use the onscreen dial pad and tap the numbers that correspond to the letters P, A, L, M—which would be 7256.

4 (Optional) Tap the **To** field and repeat step 3 to enter additional recipients.

5 To attach a picture in JPG format to a multimedia message, do one of the following:

- If you did not yet enter the message text, tap . Tap the album containing the picture you want. Tap the picture, or tap **New Photo** and take the picture. Tap **Attach Photo**.
- If you already entered the message text, open the application menu and tap **Add File**. Tap the album containing the picture you want and tap the picture, or tap **New Photo** and take the picture. Tap **Attach Photo**.

6 To attach a video you recorded to a multimedia message, do one of the following:

- Before entering the message text: Tap , and tap . Tap the album containing the video and tap the video, or tap **New Video**. If you tap New Video, tap to start recording, tap to stop, and then tap the new video's date. If a video is above the maximum size allowed for sending by multimedia message you can trim the video to an appropriate size (see Edit videos you recorded).
- After entering the message text: Open the application menu, tap **Add File**, and tap . Tap the album containing the video and tap the video, or tap **New Video**. If you tap New Video, tap to start recording, tap to stop, and then tap the new video's date. If a video is above the maximum size allowed for sending by multimedia message you can trim the video to an appropriate size (see Edit videos you recorded).

7 Enter the message text and tap .

TIP You can include emoticons in your message (see Use emoticons in a message).

TIP You can also send a contact entry as part of a multimedia message. Do this in the Contacts app (see Send contacts).

Use emoticons in a message

To include an emoticon in a text, multimedia, or IM message, type in a keyboard character combination for that emoticon. Most emoticons can be created by more than one combination. After you send the message, the emoticon image appears in the conversation on your phone and on the recipient's phone, as long as the receiving IM application supports the image.

This table shows the emoticons that are supported on your phone.

NOTE Emoticon combinations that use words, such as :cool or :cry, are not supported in most messaging applications. Emoticons created using these combinations may not appear correctly on the recipient's phone.

Table 1. Supported emoticons

To display this emoticon...	Enter any of these keyboard character combinations...
	>:o >:-o >:O >:-O >:(>:-(:angry :mad
	o_O :confused
	8) 8-) B) B-) :cool
	:'(='(:cry
	:[:-[=[=-[:redface
	:S :-S :s :-s %-(%(X-(X(:eww :gross
	:! :-! :eek
	:(:-(=(=-(:sad
	:O :-O :o :-o =O =-O =o =-o :surprised :shock :omg
	^^ ^_^ ^-^ :grin :biggrin
	<3 :heart
	O:) O:-) o:) o:-) :innocent :angel
	:-* :* =* =-* :kiss
	:-D :D =D =-D :laugh :lol
	>:-) >:) >:-> >:> :evil :twisted
	:| :-| :neutral :meh
	:-& :& =& =-& :-@ :@ =@ =-@ :sick
	:) :-) =) =-) :smile

Table 1. Supported emoticons

To display this emoticon...	Enter any of these keyboard character combinations...
	:/ :-/ :\ :-\ =/ =-/ =\ =-\ :doh
	;) ;-) :wink
	:P :-P :p :-p :b :-b =p =P =b =-b =-p =-P :yuck :razz

Receive and view text and multimedia messages

You can view pictures, videos, and animated GIFs, and listen to music files included in a multimedia message. You can save pictures in JPG format to your phone for viewing in the Photos application. Animated GIF files appear as JPG files in the Messaging app.

1 Open **Messaging** .

2 Tap a conversation to view messages.

3 If **Download MMS** is displayed, tap it to view the attached file. (See Turn automatic download of multimedia messages on or off.)

4 To view an attached file in a multimedia message: Tap a music, video, or vCard file name. (Attached pictures are displayed within the message.) Tap **Copy Photo** to save an attached JPG picture.

5 (Optional) Do any of the following:

- To call a number: Tap the number, and tap .
- To send an email: Tap the email address.
- To go to a web address: Tap it.

Add a contact from a text or multimedia message

To add a message sender as a contact:

1 In Conversations view, tap a conversation with someone who is not a contact.

2 Tap the header at the top of the screen.

3 Tap **Add To Contacts**.

4 Tap one of the following:

Add New Contact: Create a new contact for the name or address.

Add To Existing: Tap the contact you want to add the name or address to.

Forward a message

1 In a conversation, tap a message.

2 Do one of the following:

- To forward the message through Messaging: Tap **Forward**, and enter the recipient's number or address in the **To** field.
- To forward the message in an email: Tap **Forward Via Email**, and enter the recipient's name or email address in the **To** field.

3 (Optional) Tap the message text, and edit the text.

4 Tap .

Copy messages

You can copy an individual message as plain text. You can also copy the contents of an entire conversation.

1 Open **Messaging** .

2 Tap a conversation.

3 Do one of the following:

- To copy the entire conversation: Open the application menu, tap **Edit**, and tap **Copy All**.
- To copy a single message: Tap the message and tap **Copy Text**.

View a contact's information from a message

- In a conversation, tap the header of a message received from a contact to open the contact entry.

Dial a number from a message

- Tap a phone number and tap .

Delete a message

1 In a conversation, throw the message off the side of the screen.

2 Tap **Delete** to confirm.

Delete a conversation

1 In Conversations view, throw the conversation off the side of the screen.

2 Tap **Delete** to confirm.

Block a message sender

You can block a person from contacting you by SMS, MMS, or IM if you don't want to receive any further messages from them.

You cannot, however, block a person if they are on your IM buddy list. To block an IM buddy you first need to delete them from your buddies list (see Delete a buddy).

1 Open **Messaging** .

2 Tap a conversation with the person you want to block.

3 Open the application menu and tap **Block This Person**.

4 Tap **Block**.

Turn automatic download of multimedia messages on or off

By default, MMS messages are downloaded automatically. You can change the option so that you can decide whether to download a multimedia message.

1 Open **Messaging** .

2 Open the application menu and tap **Preferences & Accounts**.

3 In **Auto-Download MMS**, tap **On** or **Off**.

Turn delivery receipts on/off

When the delivery receipts preference is turned on, the background color of messages you send to other Verizon Wireless phones changes to show the transition from sending (light gray) to sent (dark gray) to delivered (green). When a message is displayed with a green background, you can tap it to see the delivery confirmation, showing the delivery time and date.

1 Open **Messaging** .

2 Open the application menu and tap **Preferences & Accounts**.

3 In **Delivery Receipts**, tap **On** or **Off**.

Set up an instant messaging (IM) account

Your phone supports Instant Messaging through popular online IM services, such as GoogleTalk and AIM. If you already have an IM account, you can sign in through the Messaging app or through the Accounts app (see Manage online accounts). If your service provider takes advantage of the Synergy feature and you have already signed in to your account in Email, Calendar, or Contacts, the IM account should already be set up for you. If you want to use Skype but you don't have a Skype account you can create an account on your phone (see Create a Skype account).

1 Open **Messaging** .

2 Do one of the following:

- The first time you open Messaging: Tap **Add An Account**.
- Any other time: Open the application menu and tap **Preferences & Accounts**. Tap **Add IM Account**.

3 Do either of the following:

- To set up messaging with one of the accounts listed: Tap the account type.
- To set up an account type that is not listed, tap **Find More**, tap an app, and follow the instructions onscreen to add the account.

4 Enter your username and password.

5 Tap **Sign In**.

6 Depending on the account, you may be presented with options for which apps should download data from that account. For each app, tap **On** or **Off**, and then tap **Create**.

7 Tap **Done**.

Create a Skype account

You do not need to have a Skype account set up before using Skype in Messaging—you can set one up directly from Messaging. You can also create a Skype account in Accounts (see Use the Accounts application to set up an online account), Contacts (see Use Contacts for the first time), and Phone (see Sign in to or create a Skype account).

1 Open **Messaging** .

2 Do one of the following:

- The first time you open Messaging: Tap **Add An Account**.
- Any other time: Open the application menu and tap **Preferences & Accounts**. Tap **Add IM Account**.

3 Tap **Skype mobile**, and then tap **Create Account**.

4 Tap **Accept** to agree to Skype's terms and conditions.

5 Enter the following details:

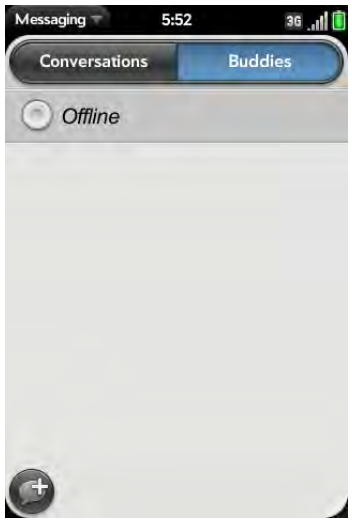
- Full Name: Enter your full name.
- Skype Name: Enter a name that you will use to identify yourself to other Skype users.
- Password: Enter a password and then enter it again.
- Email Address: Enter your email address and then enter it again.

6 Tap **Create Account**, and then tap **Create**.

Sign in to an IM account

1 Open **Messaging**.

2 Tap **Buddies**.



3 Tap to the left of the text **Offline** and tap **Available**.

Chat with a group

Group chat is available only with Skype mobile. To set up your Skype account in Messaging, see Set up an instant messaging (IM) account. If you have already set up your Skype account in Phone, Contacts, or Accounts, it is set up in Messaging automatically.

All members of a group chat must be Skype buddies.

1 Open **Messaging**.

2 Do one of the following:

- To start a new group chat: In Conversations or Buddies view, tap . Enter two or more Skype buddies or tap to search for Skype buddies. Enter a message to create the initial chat topic and tap to set up the chat. In Conversations view, tap the new chat you created.
- To continue an existing group chat: In Conversations view, tap the conversation.

3 Enter a message, and tap .

4 When one of the message recipients replies, the reply appears below your message in the conversation. Repeat step 3 to reply to the entire group.

5 (Optional) Do any of the following:

- To add or change a topic for the chat: Tap the conversation, open the application menu, and tap **Set Topic**. Enter or edit the topic, and tap **Set Topic**.
- To add another buddy to a chat: Tap the conversation, open the application menu, and tap **Add Buddy to this Chat**. Enter the buddy's Skype name or tap to search for a Skype name and tap .
- To see all participants in a group chat: Tap the conversation header. Tap a chat participant to see their contact details.
- To leave a chat: Tap the conversation, open the application menu, and tap **Leave Chat**.

Sign out of an IM account

1 Open **Messaging** .

2 Tap **Buddies**.

3 Tap the status icon to the left of your online status (**Available** or **Busy**) and tap **Sign off**.

Send and receive IM messages

BEFORE YOU BEGIN Make sure that your phone is on and that you're inside a coverage area (see Turn wireless services on).

1 Open **Messaging** .

2 Do one of the following to start or continue a conversation:

- In Buddies view, tap a buddy name. If there's more than one account for that buddy, the most recently used IM account is opened. To switch to another IM account, tap the IM account name in the upper-right, and tap an IM address.
- In Conversations view, tap an existing conversation.
- In Conversations or Buddies view, tap to start a new text message. Enter an IM address, or tap to search for a contact.

3 Enter the message text and tap .

TIP You can include emoticons in your message (see Use emoticons in a message).

4 When the message recipient replies, the reply appears below your message in the conversation. Repeat step 3 to reply to that person.

5 (Optional) Do any of the following from a message you receive:

- To call a number: Tap the number, and tap .
- To send an email: Tap the email address.
- To go to a web address: Tap it.

Add a buddy

To add a buddy to an IM account, you must send a buddy request and be accepted as a buddy by the invitee.

To send a buddy request:

1 Open **Messaging** .

2 Open the application menu and tap **Add Buddy**.

3 Tap the **IM Service** field and tap the account in which you want to add the buddy.

4 Do one of the following:

- To add a Skype buddy: Tap **Add a Contact**, enter the screen name of the buddy you want to add, and tap . Tap the buddy name.
- To add a buddy in any other IM account: In the **Buddy Name** field, enter the buddy's IM address.

5 (Optional, if available) Tap the **Message** field and enter a message for your buddy invitee.

6 Tap **Add Buddy**.

Receive a buddy request

1 Open **Messaging** .

2 Tap the conversation containing the invitation.

3 Do one of the following:

- To accept a buddy request: Tap .
- To decline a buddy request: Tap , and tap **Delete**.

Show/hide buddies in a group

You can show or hide the members of any buddy group you create in your IM account on the web. You can't create buddy groups on your phone.

1 Open **Messaging** .

2 Tap **Buddies**.

3 Do one of the following:

- To expand a buddy group: Tap .
- To collapse a buddy group: Tap .

Delete a buddy

1 Open **Messaging** .

2 Do one of the following:

- In Conversations view, tap a conversation with the buddy you want to delete.
- In Buddies view, tap a buddy.

3 Open the application menu and tap **Delete This Person**.

4 Tap **Delete**.

Change your online status

1 Open **Messaging** .

2 Tap **Buddies**.

3 Tap the status icon to the left of the status description, and tap your new status.

Change your custom message

Your custom message is seen by your IM buddies. It appears next to your IM screen name and status. It can contain any text you want.

1 Open **Messaging** .

2 Tap **Buddies**.

3 Do one of the following:

- If you already have a custom message, tap the current message and enter the new message text.
- If you're creating a custom message for the first time, tap the status text (**Available** or **Busy**) and enter the custom message text.

Change your IM account username and password

If you change the username or password for your IM account online, you need to enter the updated information for the account on your phone.

1 Open **Messaging** .

2 Open the application menu and tap **Preferences & Accounts**.

3 Tap the account name.

4 Enter the new information and tap **Sign In**.

Delete an IM account

1 Open **Messaging** .

2 Open the application menu and tap **Preferences & Accounts**.

3 Tap the account name.

4 Tap **Remove Account** and tap **Remove Messaging Account**.

Customize messaging notifications

You can set your phone to show a notification and/or play a sound when a new message arrives. These settings apply to all your Messaging accounts.

1 Open **Messaging** .

2 Open the application menu and tap **Preferences & Accounts**.

3 In **Show Notifications**, tap **On** or **Off**.

4 When Show Notifications is on, tap **Alert**, and tap any of the following:

Vibrate: The phone vibrates with no other sound.

System Sound: The system sound plays. If the ringer is off, the phone vibrates.

Ringtone: Tap a ringtone. To change a ringtone for messages, below **Alert**, tap **Ringtone**. Tap a ringtone name. To hear the ringtone: Tap to the right of its name

Mute: No sound plays and the phone does not vibrate.

Contacts, Calendar, and other personal information

Your Palm® Pre™ 2 phone is all you need to organize your personal information and keep it with you wherever you go.

All your personal information is backed up and kept private either in your Palm profile or in one of your online accounts.

In this chapter

110 Contacts
121 Calendar
128 Tasks
132 Memos
134 Clock
136 Calculator
136 Facebook

Contacts

How do I add names and other info into Contacts?

You have a few options for getting info into Contacts.

Connect to an online address book: If you have an address book in an online account that works with the Palm® Synergy™ feature (for example, Google or Microsoft Exchange), you can set up Contacts on your phone to synchronize and display contacts that you store in the online address book. Set up synchronization the first time you open Contacts (see Use Contacts for the first time), or anytime after that (see Customize Contacts and Use the Accounts application to set up an online account). After you set up the connection to the online address book, contacts you enter online show up automatically in Contacts, and contacts you enter on your phone sync to the online account, provided the account allows writing from the phone to the online account.

The Synergy feature makes it easy to synchronize exactly the data you want from an online account:

- If you want to sync all your data from an account, set up the account directly in Email, Contacts, or Calendar: By setting up synchronization in one app, synchronization of the other apps is automatically set up for you. For example, if you set up your Google contacts account in Contacts before you set up Gmail, when you first open Email, you find that your Gmail messages are already downloaded. And when you first open Calendar, you find that your Google calendar events are already in your phone's Calendar app.
- If you want to specify which apps get data from an online account: Set up the account using the Accounts application (see Use the Accounts application to set up an online account).

NOTE In the Launcher, tap **Accounts** and then tap **Add Account** to see the current list of online accounts you can set up on your phone and from which you can access contact info. See Online accounts available for Palm® webOS™ phones to see how major online accounts synchronize data between the web-based account and your phone.

Enter a contact directly in Contacts: See Create a contact for instructions. You can assign the contact to one of your online address books—if you do, it synchronizes with the online address book. Or you can create the contact in your Palm profile account, which means it shows up on your phone only. Palm profile contacts are included in the daily backup of your Palm profile information, so you can restore them if they are accidentally erased.

Use a third-party sync solution: If you want to use a desktop app to store your contacts, you can use a third-party solution (sold separately) to sync your contacts directly with your computer (see Sync your desktop organizer and your phone or to go palm.com/sync-solutions).

Export contacts from desktop software or an old phone: When you export contacts from desktop software or an old phone, you select which account to assign those contacts to. Look for those contacts in the account you select (see Transfer data from an old phone and Export data from a desktop organizer on your computer).

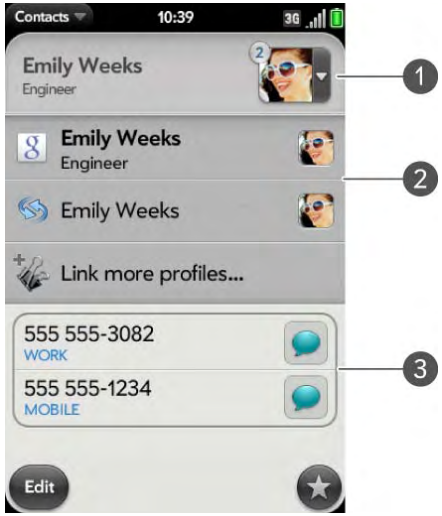
Download vCard info to Contacts: A vCard is a file type made especially for contact info. A vCard may contain one or many contact entries. A vCard can be attached to an email or a multimedia message, and you can download the info in a vCard to your Contacts app. See Receive vCards.

Linked contacts

The Synergy feature automatically links contacts from different accounts if it finds data in common between them. For example, if you have a contact in Exchange and in Google for Emily Weeks, your phone links the contacts so that all of Emily's info shows up on a single contact screen. You need to open

just one view to see all of Emily's info. The actual data remains separate in the various accounts where you originally created the data; it's just assembled in one view on your phone for your convenience.

How can you tell if a contact is linked? Look in the upper-right corner of the contact screen. If you see a number beside the photo icon, that means that you're looking at a linked contact, with combined info from contacts you're storing in separate accounts.



1 Tap the photo icon to see the contacts that are linked.
2 Emily is a contact in your Google online account and in your Palm profile account.
3 Scroll down to see Emily's combined contact info.

You can unlink linked contacts, and you can manually link contacts (see Unlink a contact or Link a contact).

Use Contacts for the first time

1 Open **Contacts** .

2 Do one of the following:

- To set up an online account to sync: Tap **Add An Account** and go to step 3.
- To open Contacts without creating an online account: Tap **Done**. This opens your Palm profile account, and you can start creating contacts in this account.

3 To set up an account that is listed, tap the account type, enter the account information, tap **Sign in**, and then tap **Done**.

If you are setting up an Exchange account, to keep your Exchange account secure, you may be asked to set a password or PIN that is required to unlock the phone. Tap **Set Password** or **Set Pin**. Enter a password or PIN and tap **Done**. If you encounter problems while setting up an Exchange account, see Set up email: Microsoft Exchange to learn about setting up an account manually.

4 To set up an account type that is not listed, tap **Find More**, tap an app, and follow the instructions onscreen to add the account.

NOTE If you add your Facebook or LinkedIn account to Contacts, your friends' Facebook and LinkedIn email addresses show up in Contacts. You cannot change Facebook or LinkedIn info from Contacts on your phone. You also cannot add friends to your Facebook or LinkedIn account from Contacts. To work directly with Facebook or LinkedIn, download the free Facebook or LinkedIn application from App Catalog (see Download a free application and Facebook), or go to facebook.com or linkedin.com in the Web application (see Web).

Create a contact

You can add a contact to an account. If you don't specify the account, the new contact is added to your default account.

If you are using Contacts for the first time, you go through a few different steps to add or access the contacts on your phone (see Use Contacts for the first time). Follow this procedure to add contacts directly on your phone after the first time you use Contacts.

1 Open **Contacts**.

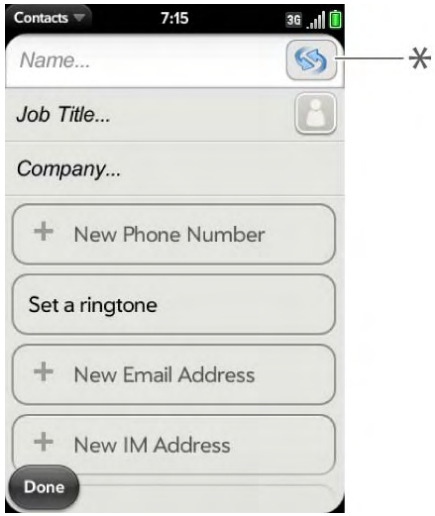
2 Tap .

3 (Optional) Tap the account icon to the right of **Name** to change the account to which the new contact will be added.

NOTE If an account doesn't appear in the list, you can't add data to that account from your phone.

4 Tap **Name** to enter the contact name.

5 To add detailed name information, such as prefix, suffix, or middle name, to a name, open the application menu and tap **Name Details**.



* Account icon, showing Palm profile account

6 Tap fields to enter contact details, select a ringtone for this contact, and so on. Scroll to see all fields. You can add a reminder that appears whenever you and this person get in touch. See Assign a reminder message to a contact.

7 In some fields, such as **New Phone Number**, when you enter the information a label button appears on the right. Tap the button to change the label for your entry—for example, to identify a number as a mobile or work phone.

TIP When you enter a phone number that requires pauses—for example, a number for which you need to enter a password or respond to prompts, you can insert a pause or a stop in the number. To insert a two-second pause, enter a **T** where you want the pause to appear. To insert a stop, enter a **P** where you want the stop to appear. To dial the next set of numbers after the stop, tap the numbers you entered as they appear onscreen.

8 Tap **Done**.

9 (Optional) To assign the contact as a favorite, tap (see Create a favorite).

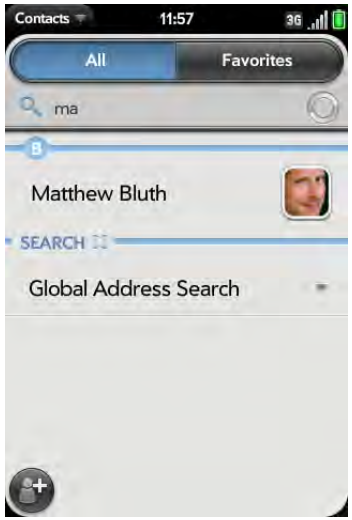
Find a contact

You can find a contact from Card view or the Launcher view. To learn how, see Get in touch with a contact. To find a contact within the Contacts app, use these steps.

1 Open **Contacts** .

2 Begin typing any of the following:

- First, middle, or last name
- First and last initial (no space between)
- Company
- Nickname



3 For more search options, tap **Global Address Search**. (This option is available if you are using Microsoft Exchange with a Global Address List.)

4 Tap the contact.

View, edit, or delete contact information

1 Open **Contacts** .

2 Search for a contact (see Find a contact), and tap the contact name.

3 (Optional) To copy a contact, open the application menu, tap **Edit**, and tap **Copy All**.

The contents of the contact entry are copied as plain text, with carriage returns between each element.

4 To edit a contact, tap **Edit.**

Info that's dimmed means it originates from an account that you can't edit on your phone (like Facebook).

5 In a linked contact, tap the account icon in the upper-right corner to edit fields specific to that account.

NOTE The fields that make up the contact header (name, photo, job title, company) are unique to each account. You must open a specific account to edit these fields.

6 Do one or both of the following:

- To add or change information: Tap a field (see Enter information in a field).

NOTE In a linked contact, when you enter info in a field for the first time, you can assign that info to any account by tapping the account button in the field.

- To delete a piece of contact information: Throw the item off the side of the screen and tap **Delete**.

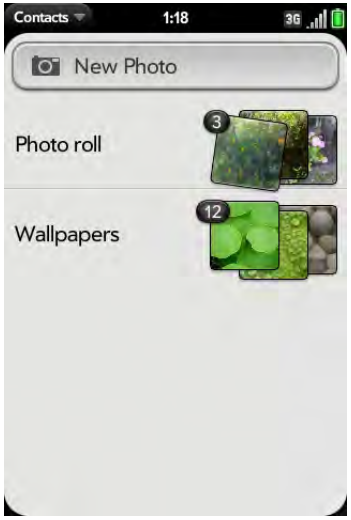
7 Tap **Done**.

Add a photo to a contact

The photo you add appears onscreen when this contact calls you or when you call the contact.

1 While creating (see Create a contact) or editing (see View, edit, or delete contact information) a contact, do one of the following:

- To add or change the photo in the default account: Tap .
- In a linked contact, to add or change the photo of another account: Tap the account button in the upper-right corner and tap the other account (see Linked contacts).



2 Do one of the following:

- To take a new photo: Tap **New Photo**, and take the picture.
- To use an existing photo: Tap the album containing the picture and tap the picture.

DID YOU KNOW? If you see a number attached to a contact's photo, that's because it's a linked contact (see Linked contacts).

3 (Optional) Do either or both of the following:

- To zoom out or in on a part of the picture: Pinch in or out on the picture.
- To capture the portion of the picture you want: Tap and hold the picture, and then drag the portion you want to the center of the onscreen box. This portion becomes the contact photo.

4 Tap **Assign To Contact**.

Add a ringtone to a contact

Select the ringtone you want to hear when this contact calls you.

1 While creating (see Create a contact) or editing (see View, edit, or delete contact information) a contact, tap **Set a ringtone**.

2 Do one of the following:

- Tap the ringtone name.
- To use a music file as a ringtone: Tap and tap the file name.

3 (Optional) Tap to preview the ringtone.

4 Tap **Done**.

TIP To change the ringtone for a contact, tap the ringtone and tap **Change Ringtone**. Delete Ringtone deletes the ringtone from the contact, not from the list of available ringtones.

Assign a speed dial to a contact

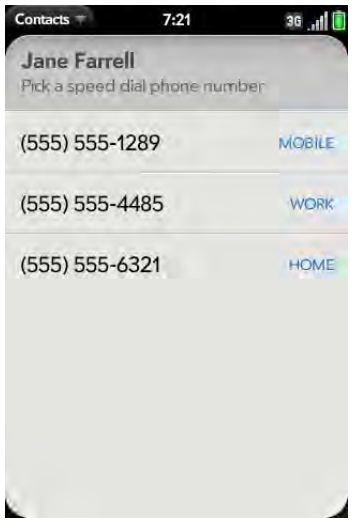
You can assign a speed dial to any contact phone number. You can assign up to 23 speed dials.

NOTE You cannot assign 1 (the E key) as a speed dial. The number 1 is reserved for dialing your voicemail system. The # (B) and * (Z) keys are also unavailable.

1 Open **Contacts**.

2 Search for a contact (see Find a contact), and tap the contact name.

3 Open the application menu and tap **Set Speed Dial**.



4 Tap the phone number you want to assign a speed dial to, and then do one of the following:

- To assign a speed dial: Tap the key to use as a speed dial.
- To reassign a speed dial to the selected number: Tap the assigned speed dial and then tap **Reassign To [Name]**.

TIP To remove a speed dial from a number, open the contact, open the application menu, and tap **Set Speed Dial**. Tap the number and tap **Remove Speed Dial [key letter]**.

Assign a reminder message to a contact

If you have an important message or a question for a contact, you can enter a reminder right on your phone. The next time you and the contact are in touch—whether by phone call, email, or text message/IM—a notification appears showing the contact name and a message bubble. Tap the bubble to view the reminder.

1 Open **Contacts**.

2 Search for a contact (see Find a contact), and tap the contact name.

3 Open the application menu and tap **Add Contact Reminder**.

4 Enter the reminder, and make the back gesture to save it.

TIP When you create a reminder message for a contact, unless you remove it, it will pop up every time you make contact with that person. To remove a reminder message, open the application menu, and tap **Add Contact Reminder**. Tap the **trash icon**.

Create a favorite

You can make a contact a favorite, so that it appears at the top of the search results list when you search using Just Type.

1 Open **Contacts**.

2 Tap **Favorites**.

3 Tap **Add Favorite**, and tap a contact.

In the **All** contacts list, favorites are identified with a ★.

Remove a contact from favorites

1 Open **Contacts**.

2 Tap **Favorites**.

3 Tap a contact, tap ★, and tap **Remove**.

Link a contact

When your phone recognizes matching information in two or more contacts—for example, the same name and phone number—it automatically gathers the info from the two records into a single view that displays all the contact information. You can also manually link contacts. The info for your linked contacts appears combined only on your phone; the actual info is kept separate and distinct in the accounts it came from.

IMPORTANT To maintain the integrity of your contact data, it's important that you link only one person's contact info in different accounts. For example, if you have contact info for Emily Weeks in Google, Facebook, Microsoft Exchange, and your Palm profile account, go ahead and link all four contacts into a linked contact. But don't link Emily's contact info with her sister Allison's.

1 Open **Contacts**.

2 Search for a contact (see Find a contact), and tap the contact name.

3 In the open entry, tap the contact name in the header, and tap **Link more profiles**.

4 Search for the contact (see Find a contact) and tap it to link the two contacts.

5 (Optional) After you create the link, you can ensure that the linked contact appears in your Contacts list under the name you're most likely to recognize (and not, say, under a person's IM screen name, which can be unrelated to their real name). To do this, tap the contact name you want to appear, and tap **Set As Primary Profile**.

Unlink a contact

1 Open **Contacts**.

2 Search for a contact (see Find a contact), and tap the contact name.

3 Tap the contact name in the header, and tap the contact you want to unlink.

4 Tap **Unlink This Profile**.

Add a contact entry to the Launcher

Add your favorite contacts to the Launcher, so you can open them directly from that location.

1 Open **Contacts**.

2 Search for a contact (see Find a contact), and tap the contact name.

3 Open the application menu and tap **Add To Launcher**.

4 (Optional) Edit the first and last name as you want them to appear in the Launcher.

5 Tap **Add To Launcher**. To see the contact in the Launcher, scroll down on page 1 of the Launcher.

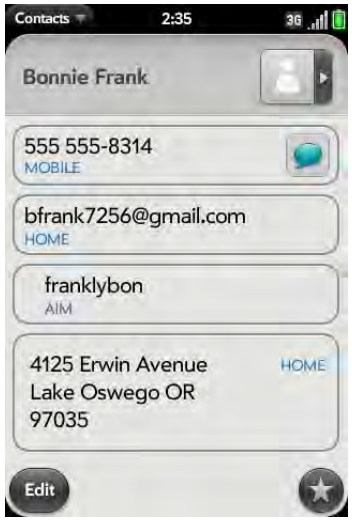
If the contact has a picture (see Add a photo to a contact), the picture appears as a Launcher icon. If the contact doesn't have a picture, the contact name appears in the Launcher with a placeholder icon. Tap the real or placeholder icon to open the contact.

TIP To remove a contact from the Launcher, open the contact, open the application menu, and tap **Remove From Launcher.**

Get in touch with a contact

1 Open **Contacts**.

2 Tap the contact name.



3 Do any of the following:

- To call or send an email or instant message to that contact: Tap the appropriate field. For example, tap a phone number to call the contact.
- To send a text message: Tap .
- To locate an address on a map: Tap an address field.

Delete a contact

1 Open **Contacts** .

2 Tap the contact name.

NOTE Entries that you cannot change on your phone, like those from Facebook and LinkedIn, you also cannot delete from the phone. You must delete them from your account on the web to remove them from your phone.

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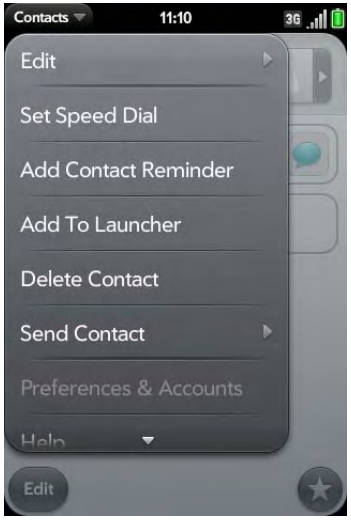
3 Do one of the following:

- To delete only one entry in a linked contact: Tap the displayed contact name to open the list of all entries in the linked contact. Tap the entry you want and tap **Delete This Profile**.
- To delete an unlinked contact or an entire linked contact: Open the application menu and tap **Delete Contact**. Tap **Delete All Profiles** to confirm.

NOTE If you see Delete Other Profiles rather than Delete All Profiles, you have linked contacts that come from accounts whose info you can't change on your phone (like Facebook and LinkedIn). Tap it. To delete any remaining contacts, go to the account online using your computer and delete them there.



If you delete a contact that is assigned to an online account, the contact is deleted in the online account also.

Customize Contacts

1 Open **Contacts** .

2 Open the application menu and tap **Preferences & Accounts**.

3 Set the following options:

List Order: Tap to select the criterion by which the contact list is sorted. If you select **Last name** to sort on, the names are alphabetized by last name, but they still appear in the Contacts list as first name followed by last name. If you select **First name** to sort on, names are alphabetized by first name.

1 Contact list sorted by first name
2 Contact list sorted by last name

You can also choose to sort by Company & first name or Company & last name. In these cases, the company name is alphabetized, and within the company, whichever you choose, the names are still listed as first name followed by last name.

Accounts: Tap an account to change login settings and sign in using the new settings.

Default account: Tap the current default account to change the default to another account. New contacts you create are assigned to this account unless you specify otherwise.

Sync Now: Tap to manually synchronize your online accounts (see Manually synchronize Contacts with your online accounts).

Add An Account: Tap, and then tap an account type. Enter the account information. Before you can set up an account on your phone, you must already have an account online with the provider.

Manually synchronize Contacts with your online accounts

If you want to get contacts from an online account on your phone immediately, or upload contacts from your phone to the online account, you can do a manual sync. This synchronizes Contacts with all the accounts you have set up on your phone, and it syncs all other apps associated with all online accounts that you selected for synchronization.

1 Open **Contacts** .

2 Open the application menu and tap **Preferences & Accounts**.

3 Tap **Sync Now**.

Delete an online account from Contacts

If you synchronize contacts with an online account, deleting the account from Contacts stops synchronization of contacts only—if you also sync email or calendar events with that online account, those continue to synchronize. Deleting the account from Contacts also deletes the associated contact entries from your phone only. The entries are not deleted from the online account.

1 Open **Contacts** .

2 Open the application menu and tap **Preferences & Accounts**.

3 Tap the account name.

4 Tap **Remove Account** and tap **Remove Contact Account**.

To restart synchronization with an account you have deleted from Contacts: Open **Accounts** , tap the account name, and tap **Off** beside **Contacts** to turn synchronization on.

Send contacts

You can send all contacts to a hands-free car kit (with Bluetooth), or send a contact using multimedia messaging (MMS) or email.

To send all contacts to a car kit, first ensure that your car kit can be detected by your phone (see Connect with a paired device). Basic contact information, such as first name, last name and phone number are always sent to all carkits. If a carkit requests it, other contact information may be sent, such as address, company name, email address, URL, notes, and images.

Linked contacts are sent to a car kit as a single contact. For example, if you have one phone number in your Google contacts for Emily Weeks, and another in your Exchange contacts, and you have linked them on your phone, a single Emily Weeks contact with two phone numbers is sent to the car kit.

1 Open **Contacts** .

2 Open the application menu and tap **Send All To Car Kit**.

If a Bluetooth device is detected, all contacts are sent.

To send one contact:

1 Open **Contacts** , and tap a contact.

2 Open the application menu and tap **Send Contact**.

3 Tap one of the following:

Send To Car Kit: Your Bluetooth device needs to be on and detected.

Send Via MMS: Messaging opens.

Send Via Email: Email opens.

Receive vCards

To get an emailed vCard into Contacts:

1 From the open Email message, tap the attachment.

The vCard opens automatically within Contacts.

2 Tap **Add To Contacts**.

3 Tap one of the following:

Add New Contact: Save the vCard as a new contact.

Add To Existing: Add the vCard information to an existing contact.

Calendar

How do I get events into Calendar?

You have a few options for getting events to show up in Calendar:

Connect to an online calendar: If you have a calendar in an online account that works with the Palm® Synergy™ feature (for example, Google or Microsoft Exchange), you can set up Calendar on your phone to synchronize and display events in the online calendar. Set up synchronization the first time you open Calendar (see Use Calendar for the first time), or anytime after that (see Customize Calendar and Use the Accounts application to set up an online account). After you set up the connection to the online calendar, events you enter online show up automatically in Calendar, and events you enter on your phone sync to the online account, provided the account allows writing from the phone to the online account.

DID YOU KNOW? If you synchronize with your Google calendar, you can add Google Weather to the calendar on your desktop and have it appear in Calendar on your phone. On your desktop, log in to your Google Calendar account and open **Calendar Settings**. Click the **General** tab, enter your location, and click the temperature unit you want in **Show weather based on my locations**. The next time your phone synchronizes with your Google account, Google Weather appears in Calendar on your phone.

The Palm® Synergy™ feature makes it easy to synchronize exactly the data you want from an online account:

- If you want to sync all your data from an account, set up the account directly in Email, Contacts, or Calendar: By setting up synchronization in one app, synchronization of the other apps is automatically set up for you. For example, if you set up your Google contacts account in Contacts before you set up Gmail, when you first open Email, you find that your Gmail messages are already downloaded. And when you first open Calendar, you find that your Google calendar events are already in your phone's Calendar app.
- If you want to specify which apps get data from an online account: Set up the account using the Accounts application (see Use the Accounts application to set up an online account).

NOTE In the Launcher, tap **Accounts** and then tap **Add Account** to see the current list of online accounts you can set up on your phone and from which you can access Calendar events. See Online accounts available for Palm® webOS™ phones to see how major online accounts synchronize data between the web-based account and your phone.

Enter an event directly in Calendar: See Create an event for instructions. You can assign the event to one of your online calendars—if you do, it synchronizes with the online calendar. Or you can create the event in your Palm profile account, which means it shows up on your phone only. Palm profile events are included in the daily backup of your Palm profile information, so you can restore them if they are accidentally erased.

Use a third-party sync solution: If you want to use a desktop app to store your calendar events, you can use a third-party solution (sold separately) to sync your calendar events directly with your computer (see palm.com/sync-solutions).

Export calendar events using the Data Transfer Assistant: When you export calendar events from desktop software, you select which account to assign those events to. Look for those events in the account you select (see Export data from a desktop organizer on your computer).

Layered calendars

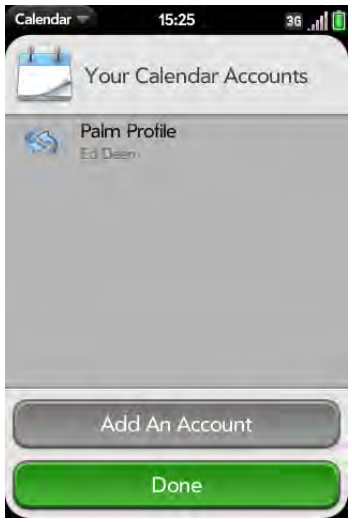
Suppose you use the calendar in both Microsoft Exchange and in Google. If you set up both of those accounts to sync with your phone, your phone's Calendar app shows the events from both in a single view—a layered calendar with events that are color-coded to identify which provider they come from. Individual events are stored separately with your different providers; the events are just assembled in one view on your phone for your convenience.

If you change an event, the change is made in the appropriate calendar.

You can also look at the events of just one calendar at a time.

Use Calendar for the first time

1 Open **Calendar** .



2 Do one of the following:

- To set up an online account to sync: Tap **Add An Account** and go to step 3.
- To open Calendar without creating an online account: Tap **Done**. This opens your Palm profile account, and you can start creating events in this account.

3 To set up an account that is listed, tap the account type, enter the account information, tap **Sign in**, and then tap **Done**.

If you are setting up an Exchange account, to keep your Exchange account secure, you may be asked to set a password or PIN that is required to unlock the phone. Tap **Set Password** or **Set Pin**. Enter a password or PIN and tap **Done**. If you encounter problems while setting up an Exchange account, see Set up email: Microsoft Exchange to learn about setting up an account manually.

4 To set up an account type that is not listed, tap **Find More**, tap an app, and follow the instructions onscreen to add the account.

NOTE If you choose to sync Calendar with an online Facebook account, your Facebook events show up in Calendar, but you cannot add calendar events to Facebook from the Calendar app. To work directly with Facebook, use the Facebook application developed for your phone (see Facebook). To work directly with LinkedIn, go to linkedin.com in the Web application (see Web) or download the free LinkedIn application from App Catalog.

Create an event

If you are using Calendar for the first time, you go through a few different steps to add or access the calendar events on your phone (see Use Calendar for the first time). Follow this procedure to add events directly on your phone after the first time you use Calendar. For information on managing your phone's time settings, see Date & Time.

1 Open **Calendar** .

2 Tap **All** or an online account name in the upper-right corner, and tap the calendar you want to use for this event.

NOTE If an account doesn't appear in the list, you can't add data to that account from your phone.

If you create an event in All Calendars view, the event is created in the calendar that is set as the default (see Customize Calendar).

3 Go to the day you want (see Move around in Calendar) and tap a blank time slot.

In Day view, available time slots between events are compressed and labeled X Hrs Free. To expand free time so you can enter an event, tap **X Hrs Free**.

4 Enter the event name, and then do one of the following:

- Press **Enter** to add the event to the calendar.
- Tap to the right of the name to enter more details about the event. Make the back gesture to return to Day view.

Don't look for a save button—your info is automatically saved when you make the back gesture to close the event.

TIP You can also create a Calendar event directly from the Launcher or Card view. Start typing the event text and, under **Quick Actions**, tap **More**, and then tap **New Calendar Event**. The Calendar application opens at a new event, with the text you entered in the subject line.

Enter the event location

1 While creating an event (see Create an event), tap to the right of the event name. To enter the event location after creating an event, tap the event name in Day view.

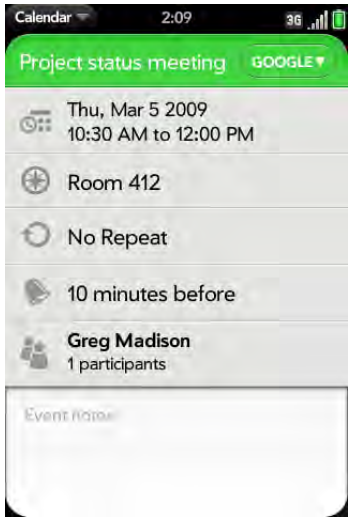
2 Tap **Event location** and enter the location.

TIP Need to find the event location on a map? Open an event that has a location specified in the **Event Location** field, open the application menu, and tap **Event Location**. Tap either **Show on Map**, which shows the location on Google Maps, or **Get Directions**, which gives directions from your current location.

Schedule a repeating event

1 While creating an event (see Create an event), tap ⓘ to the right of the event name. To set an event as repeating after creating the event, tap the event name in Day view.

2 Tap **No Repeat**, and then tap a repeat interval or **Custom** to define a repeat interval and set the end date.



DID YOU KNOW? To enter a birthday, anniversary, or holiday, create an untimed event. Then select **Yearly on [date]** as the repeat interval. See Create an all-day (untimed) event.

Add an alarm to an event

1 While creating an event (see Create an event), tap ⓘ to the right of the event name. To add an alarm after creating an event, tap the event name in Day view.

2 The default alarm setting is 15 minutes before the start of the event. To change the setting, tap **15 minutes before** and tap the new setting for the alarm.

Customize event notification sounds

The settings you apply here apply to all of your Calendar accounts.

1 Open **Calendar** .

2 Open the application menu and tap **Preferences & Accounts**.

3 Tap the **Event Reminders** field and tap any of the following:

Vibrate: The phone vibrates and makes a vibrating sound but makes no other sound.

System Sound: The system sound plays. If the ringer is off, the phone vibrates (see Set ringer switch settings).

Ringtone: A ringtone that you choose plays.

Mute: No sound plays and the phone does not vibrate.

Add a note to an event

1 While creating an event (see Create an event), tap ⓘ to the right of the event name. To add a note after creating an event, tap the event name in Day view.

2 Tap **Event notes** and enter the note.

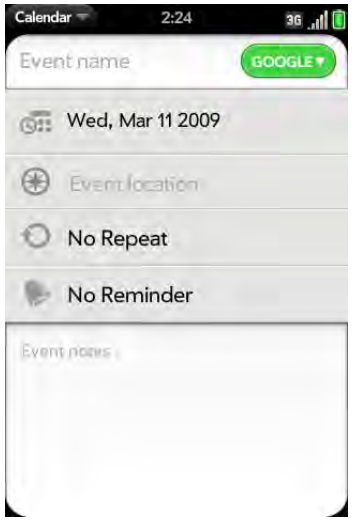
NOTE If a phone number is displayed in an event note as an underlined link, you can tap the number to make a call. This displays the phone dial pad with the number already entered.

Create an all-day (untimed) event

An all-day event such as a birthday appears in your calendar without a specific time slot.

1 Open **Calendar** .

2 Go to the day you want, open the application menu, tap **New**, and then tap **All Day Event**.



3 Enter the event details.

Change the Calendar display

You can change the display of Calendar to show the events from all of your calendars or just the events recorded in one of your calendars. You can also change the color of each calendar, and whether the calendar view displays one day, a week, or a month.

1 Open **Calendar** .

2 Tap an icon on the bottom of the screen to see different calendar views:

Table 1. Calendar Views

Icon	Description
	Day view
	Week view
	Month view

3 Tap the account icon in the upper-right corner to do any of the following:

- To switch the Calendar account you're viewing: Tap **All Calendars** or one of your Calendar accounts.
- To remove a Calendar account from the layered calendar view (All): Scroll down and tap **Calendar View Options**. For the account you want to remove, tap **On** to switch the view option to **Off**.
- To change the color that identifies a Calendar account: Scroll down and tap **Calendar View Options**. Tap the current color, and then tap a new color in the list.

Move around in Calendar

- To go to the next or previous day: In Day view, swipe left or right on the screen.
- To go to the next or previous week: In Week view, swipe left or right on the screen.
- To go to the next or previous month: In Month view, swipe up or down on the screen.
- To go to a specific month, date, or year: Open the application menu and tap **Jump To**. Tap the month, day, and year and tap **Go To Date**.
- To go to today: In Day View, tap the **Day View** icon.

TIP Other ways to go to today: Open the application menu and tap **Show Today**, or tap **Jump To** > **Go To Today**.

Quickly glimpse your schedule

- In Day or Week view, slightly drag left or right to peek at the next/previous day or week without changing the current view.
- In Month view, slightly drag up or down to peek at the next/previous month.

Delete an event

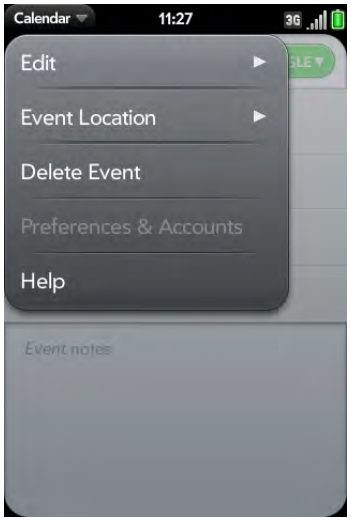
If you delete an event that is assigned to an online account, the event is deleted in the online account also.

IMPORTANT When you delete an Exchange event on your phone, notification is not sent to attendees.

1 Open **Calendar** .

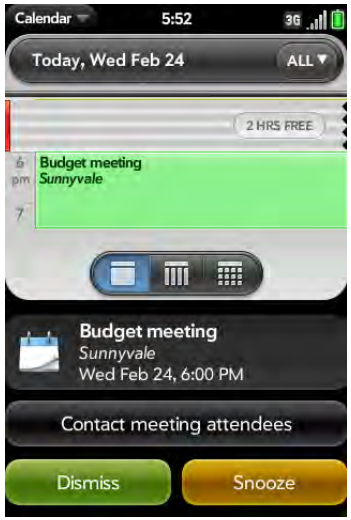
2 Delete an event in one of two ways:

- In Day view, press and hold **Option** , and tap the event. You have the option to delete just this event or the entire series, or to cancel the delete.
- Tap the event name. Open the application menu and tap **Delete Event**, and then tap **Delete** to confirm. If this event is one of a series of repeating events, tap the option to delete just this event or the entire series.



Respond to an event reminder

When an event reminder appears in the notification bar at the bottom of the screen, tap the event description to open the event, or tap one of the following:



- **Contact meeting attendees:** This opens an email message with the participants' addresses added to the To field. The default message text is "Running late, on my way...". You can edit the text before sending the message.
- **Dismiss**: Close the notification.
- **Snooze:** The reminder reappears in five minutes.

View meeting participants

If you receive a meeting request, you can view the participants.

1 On your calendar, tap the meeting request. The Participants field shows the organizer name plus the number of participants.

2 Tap the number to see the participants' names.

3 (Optional) Tap a participant's name. If the participant is a contact, the contact entry is displayed. If the participant is not a contact, tap **Add To Contacts** to add the participant to your contacts list.

Customize Calendar

1 Open **Calendar** .

2 Open the application menu and tap **Preferences & Accounts**.

3 Set the following options:

First Day of Week: Select the day that appears as the start of the week in Week view and Month view.

Day Start and End: Tap to enter the default start and end times that appear in Day view and Week view.

Default Event Reminder: Tap the time interval for a notification to appear for timed and all-day events. Reminders you set for individual events override the default setting.

Event Reminders: Select to play a sound when a calendar notification appears.

Default Event Duration The default event duration is set to one hour. Tap to change this to **30 minutes** or **2 hours**.

Accounts: For all calendar accounts, tap an account to change login settings or remove the account. You should change login settings only if you have changed this information for the calendar account online—the information you enter here must match the information in the online account.

Add Account: Tap the account type and enter your username and password for the online calendar account. Before you can set up an account on your phone, you must already have an account online with the provider.

Calendar View Options: Set the color for events created in that account and show or hide that account in All Calendars view.

Default Calendar: If you create an event in All Calendars view, the event is assigned to your default calendar. Tap to change the default calendar.

Manually synchronize Calendar with your online accounts

If you want to get calendar events from an online account on your phone immediately, or upload events from your phone to the online account (if the account allows it), you can do a manual sync. This synchronizes Calendar with all the accounts you have set up on your phone, and it syncs all other apps associated with all online accounts that you selected for synchronization.

1 Open **Calendar** .

2 Open the application menu and tap **Sync Now**.

Delete an online account from Calendar

If you synchronize calendar events with an online account, deleting the account from Calendar stops synchronization of calendar events only—if you also sync contacts or email messages with that online account, those continue to synchronize. Deleting the account from Calendar also deletes any associated events from your phone only. The entries are not deleted from the online account.

1 Open **Calendar** .

2 Open the application menu and tap **Preferences & Accounts**.

3 Under **Accounts**, tap the account name.

4 Tap **Remove Account** and tap **Remove Calendar Account**.

To restart synchronization with an account you have deleted from Calendar: Open **Accounts** , tap the account name, and tap **Off** beside **Calendar** to turn synchronization on.

Tasks

Create a task list

A task list is a group of related to-do items. All individual tasks you create (see Create a task) must be placed in a task list.

1 Open **Tasks** .

2 Tap .

3 Enter the list name in the List Name field and press **Enter** .

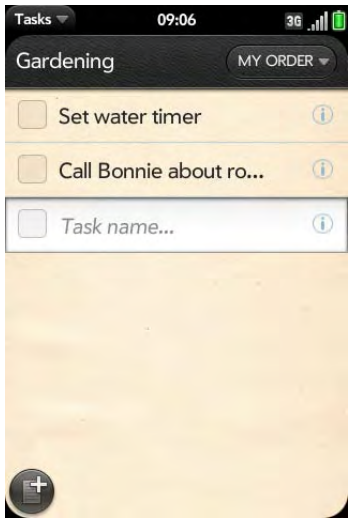
4 Create a task (see Create a task).

Create a task

1 Open **Tasks** .

2 Tap the list you want to assign the task to.

3 Tap .



4 Enter the task name in the Task name field. To set the task priority, see Set task priority, due date, and other details.

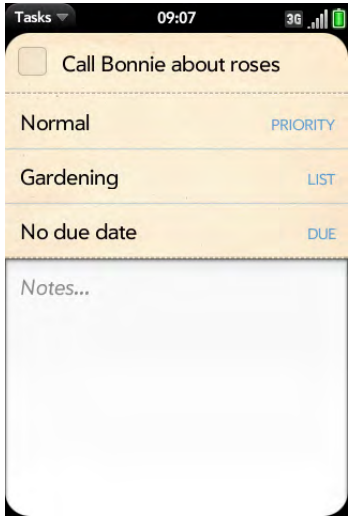
TIP You can also create a task directly from the Launcher or Card view. Start typing the task text and, under **Quick Actions**, tap **New Task**. The Tasks application opens at a new task, with the text you entered in the body of the task.

Set task priority, due date, and other details

1 Open **Tasks** .

2 Tap the list containing the task.

3 Tap ⓘ to the right of the task name.



4 Set any of the following:

Priority: High priority tasks appear in red. Normal priority tasks appear in bold text, and low priority tasks appear in gray text.

List: Assign the task to a different list.

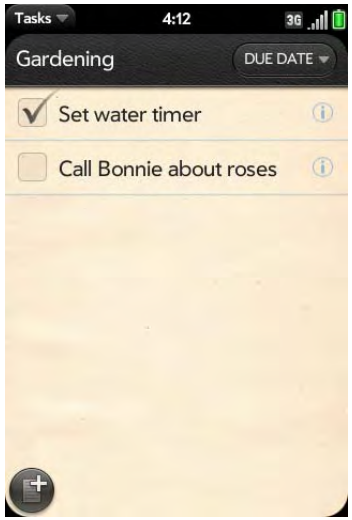
Due: Tap **No due date**, and tap a due date option. If you set a due date, a notification appears at the bottom of the screen on the due date. Tap the notification to open the task.

5 To enter a note about the task, tap **Notes** and enter the note.

Check off a task

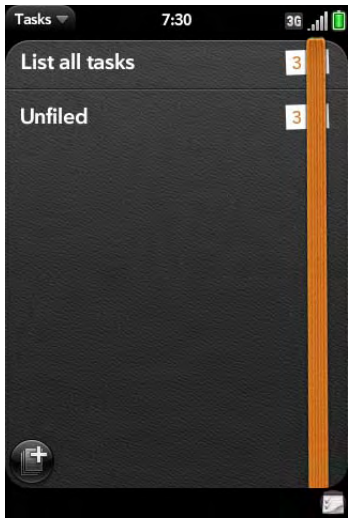
1 Tap the list containing the task.

2 Tap the box to the left of the task name.



View tasks that are due today

1 Open **Tasks** . The number to the right of the List all tasks field shows the total number of tasks that are due today or are overdue. The number to the right of each task list name shows the number of tasks in that list that are due today or overdue.



2 Tap a task list name to view tasks that are due today or overdue.

NOTE Tap **Exchange** to view task lists and tasks synchronized from your Exchange account.

Rename a task

1 On the task list, tap the task name.

2 Enter the new name and press **Enter** .

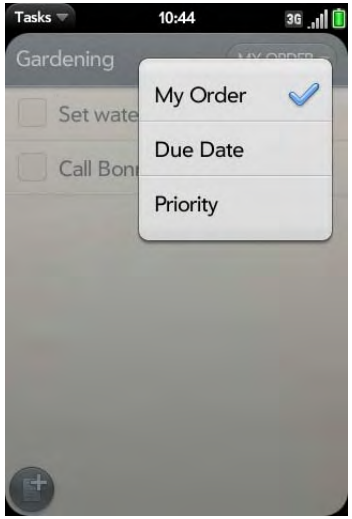
Sort a task list

You can sort a task list to show tasks in the order you have determined, or by due date or priority.

1 Open **Tasks** .

2 Tap the list you want to sort.

3 Tap **My Order** in the upper-right corner, and tap the sort option you want: **My Order**, **Due Date**, or **Priority**.



4 To manually sort tasks, tap and hold a task, wait for the visual cue, and then drag it to a new location in the list (see also Check off a task).

Reorder your tasks

You can change the order of a task list or an individual task.

- Tap and hold the list or task name, wait for the visual cue, and then drag the item to another position.

Set due dates for all tasks in a list

1 Open **Tasks** .

2 Tap the list containing the tasks.

3 Open the application menu and tap **Set Due Date For All**.

4 Tap the month, date, and year, and then tap **Set Due Date**.

5 To remove a previously assigned due date, tap **No Due Date**.

Mark all tasks in a list completed/incomplete

1 Open **Tasks** .

2 Tap the list containing the tasks.

3 Open the application menu and tap **Mark All** and tap **Mark All Completed/Mark All Incomplete**.

Hide or delete all completed tasks in a list

1 Open **Tasks** .

2 Tap the list containing the tasks.

3 Open the application menu.

4 Do one of the following:

- To hide completed tasks: Tap **Hide Completed**.
- To delete completed tasks: Tap **Delete Completed Tasks**.

Delete a task or a task list

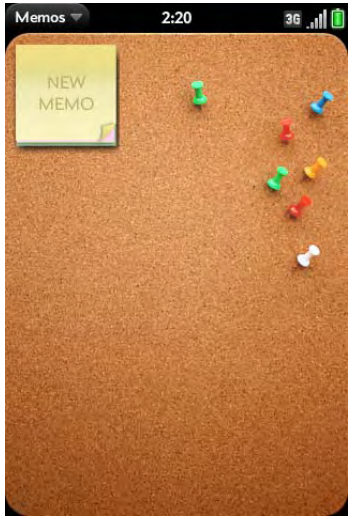
- Throw the task or task list off the side of the screen and tap **Delete** to confirm.

Memos

If you used the Data Transfer Assistant and imported notes from Outlook on your desktop to your phone, those notes are in Memos. Your Exchange notes, however, do not sync. All memos are backed up to your Palm profile.

Create a memo

1 Open **Memos** .



2 Do one of the following:

- Tap **New Memo** .
- Open the application menu and tap **Add A Memo**.

3 Enter the memo text. Memos are saved as you type.

See Enter and save information and Text selection gestures.

TIP You can also create a memo directly from the Launcher or Card view. Start typing the memo text and, under **Quick Actions**, tap **New Memo**. The Memos application opens at a new memo, with the text you entered in the body of the memo.

Find a memo

- In Memos, start typing any letters or numbers in the memo, and then tap the memo when it appears.

NOTE The results of a Just Type search that you access in Card view or the Launcher do not include memos.

Edit a memo

1 Open **Memos** .

2 Tap the memo you want to edit.

3 Tap the screen to position the cursor (see Text selection gestures), and edit the memo text.

TIP To copy the whole memo: In the application menu, tap **Edit** > **Select All**, and then tap **Edit** > **Copy**.

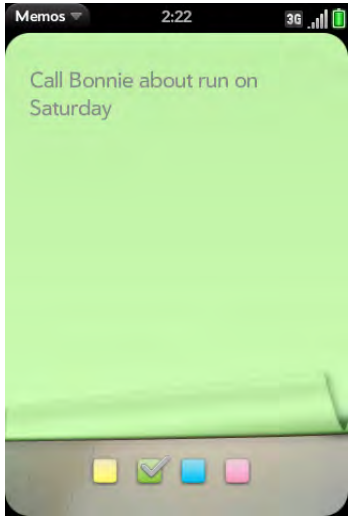
Change the color of a memo

Color-code your memos to help you recognize memos of a certain type. For example, make all of your grocery lists blue.

1 Open **Memos** .

2 Tap the memo.

3 Tap the lower-right corner of the screen, and tap the new color.



Delete a memo

1 In an open memo, open the application menu and tap **Delete**.

2 Tap **Delete** to confirm.

Email a memo

1 In an open memo, open the application menu and tap **Email Memo**.

2 Enter the email address.

The subject, "Just a quick memo", is automatically filled in. You can edit the text before sending the message.

3 Tap .

Clock

The Clock application lets you set an alarm. You can set Clock to wake you up at the same time wherever you are, for example, the recurring 7AM alarm you set in San Francisco rings at 7AM in New York. However, use Calendar to have your appointment times adjusted so that the notification for a 9AM meeting in San Francisco will sound at noon when you're in New York (see Create an event).

Manage Clock

1 Open **Clock** .

2 Open the application menu and tap **Preferences**.

3 Do any of the following:

- To set whether the alarm sounds when the ringer switch is off: Under Alarm Sound, tap **Ringer Switch Off** and then tap **Mute** to turn the sound off or **Play Alarm** to turn the sound on.
- To set whether an alarm gets louder as it rings: Next to **Ascending volume**, tap **Yes**/**No**.
- To set how long you can snooze after an alarm goes off: Tap **Duration** under **Snooze** and tap a time period.
- To change the clock display: Tap the current **Theme.** Then tap a theme.

TIP To change the time: See Date & Time.

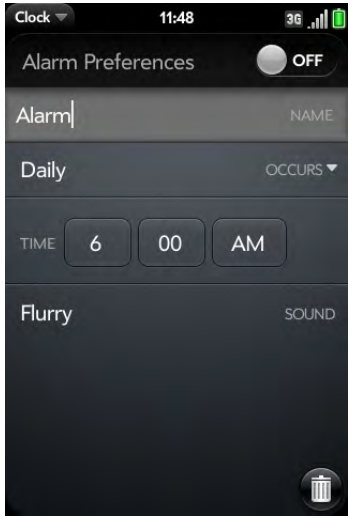
Set an alarm

BEFORE YOU BEGIN Make sure ringtone volume is on and you can hear it, and make sure the preference to play the alarm even when the ringer switch is off is set to Play Alarm (see Manage Clock). That way you can sleep through the night without being disturbed by phone calls, but your alarm still wakes you up in the morning.

1 Open **Clock** .

2 Tap the screen if is not visible.

3 Tap , and then tap .



4 Set the following options:

Alarm Preferences: Tap **Off** in the upper-right corner to switch the alarm from Off to On. When the alarm is on, the alarm icon (a bell) appears in the lower-right corner of the phone screen. Tap the icon to see alarm details.

Name: Enter a name for the alarm.

Occurs: Tap to select the alarm frequency.

Time: Tap to set hour, minute, and AM/PM for the alarm.

Sound: Tap to open the list of ringtones, and then tap the name of a ringtone. Tap to preview it. If you have music on your phone, you can select a song as your alarm sound (see Select a song as a ringtone).

TIP When you set an alarm, you can adjust the alarm volume by pressing the **volume** button on the side of the phone. This also sets the ringtone volume for incoming calls. Adjusting the Ringtone Volume slider in the Sounds & Ringtones app is the same as using the volume button on the side of the phone.

When an alarm sounds on your phone, tap **Dismiss** to stop it or **Snooze** to have it sound again. The default snooze duration is 10 minutes, but you can change this to 5 minutes or 20 minutes (see Manage Clock).

NOTE Alarms don't sound after you shut down your phone by pressing and holding **power** and tapping **Power** > **Shut Down / Swap Battery** > **Shut Down**.

Cancel an alarm

When an alarm is canceled, it remains in the Clock app, but it won't sound again until you turn it back on.

1 Open **Clock** .

2 Tap , and then tap **On** to switch the alarm from On to Off.

Change the alarm volume

1 Open **Sounds & Ringtones** .

2 Tap, hold, and drag the **Ringtone Volume** slider.

Delete an alarm

1 Open **Clock** .

2 Tap , and then tap the alarm name.

3 Tap .

Calculator

Use Calculator for addition, subtraction, multiplication, and division, and also for determining percent and square root. You can enter numbers in Calculator using either the onscreen keypad or the phone's keyboard.

Perform calculations

1 Open **Calculator** .

2 Enter numbers and perform calculations.

NOTE Press the **space bar** to access additional operations.

Calculator buttons

Table 2. Calculator buttons

Button	Description
C	Clear the current calculation or displayed number
M+	Add the currently displayed number to memory
MR	Display the memory
MC	Clear the memory
M−	Subtract the currently displayed number from memory

Facebook

The Facebook app allows you to update your status, view and respond to friends' comments, upload photos, and more.

Install Facebook

BEFORE YOU BEGIN To use Facebook on your phone, you must already have a Facebook account.

This section describes the procedure for downloading and installing the free Facebook app. Installing this app is different from setting up an online account on your phone, which enables you to see your Facebook data in Contacts and Calendar, and upload files from Photos and Videos (see Use the Accounts application to set up an online account). We recommend that you both install the free app and create the online account.

1 Open **App Catalog** .

2 Type **Facebook** in the search field, and then then tap or press **Enter** .

3 Tap **Facebook**.

4 Tap **Download for free**.

TIP After you download and sign in to your Facebook account, you can update your status directly from the Launcher or Card view. Start typing your status update and, under **Quick Actions**, tap **New Message**. The Facebook app opens with your message in the update field. Tap **Update**.

Photos, videos, and music

There's no need to carry a separate media player; you can play music and videos, and view photos, on your Palm® Pre™ 2 phone. Listen to music through the built-in speaker or through a 3.5mm headset or headphones (sold separately). Take pictures and record videos and then share them with your friends immediately, directly from your phone.

In this chapter

140 Camera
141 Photos
146 Videos
149 YouTube
150 Music
153 Amazon MP3

Camera

Take a picture

Your phone comes with an easy-to-use, 5-megapixel camera with an LED flash. You can use the camera to take pictures, and then use the Photos app to view them and send them to your friends and family (see Share a picture). To add a personal touch to your phone, use your pictures as your wallpaper (see Save a picture as wallpaper) and as caller ID images (see Add a picture to a contact).

1 Open **Camera** .

2 The camera is set to automatically determine if the flash is needed. To change the flash setting, tap the icon.

Automatic

Flash always on

Flash always off

3 To take the picture in landscape view, turn your phone 90 degrees.

4 Press **Space** or tap to take the picture.

TIP Press and hold **Space** to take pictures in continuous burst mode. Release **Space** to stop taking pictures. Continuous burst mode allows you to capture several images with a single action.

The picture you took is automatically saved in JPG format. You can keep snapping pictures, and then go to Photos to look at them and delete the ones you don't want.

DID YOU KNOW? Your phone offers another way to "take a picture": You can save any currently displayed screen as a picture file (also known as a screen capture or screenshot). To take a picture of the currently displayed screen, press and hold **Option** + **Sym** + **P**. The picture is saved in PNG format to the **Screen captures** album in Photos and is stored in the **screencaptures** folder of the USB drive. You can work with it like any other picture.

Review pictures

1 After taking a picture, tap the thumbnail of the picture in the lower-left corner of the screen. This opens the picture in the Photo roll of the Photos application.

2 Swipe left or right on the screen to view other pictures you took.

Photos

Look at pictures

To get pictures on the phone, you can do any of the following:

- Take a picture with your phone's camera (see Take a picture).
- Copy pictures from your computer (see Copy files between your phone and your computer).
- Receive pictures as email attachments (see Open email attachments).
- Receive pictures as part of a multimedia message (see Receive and view text and multimedia messages).
- Copy a picture from a web page (see Copy a picture from a web page).

The following table shows you the photo formats that you can see on your phone and the apps you can see them in.

Table 1. Photo formats viewable on webOS phones

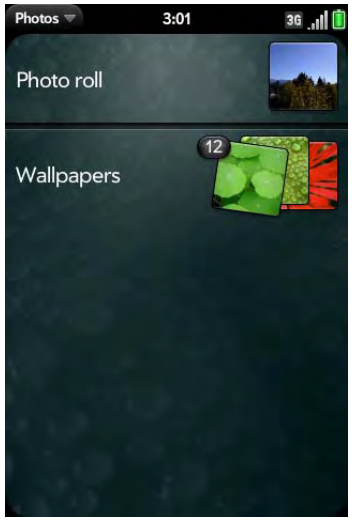
Photo format	View in Photos	Download from Email	Download from MMS
BMP	√	√	
GIF		√ (see Note)	
JPG	√	√	√
PNG	√	√	

NOTE You can download and look at GIFs in Email, and they are saved to USB storage, but you can't look at GIFs in Photos or use one as wallpaper.

You can also look at pictures on the web directly in the web browser (see Web).

1 Open **Photos** .

2 Tap the album containing the picture, and tap the thumbnail of the picture. The Photo roll album contains pictures you took with your phone's camera.



3 Swipe left or right on the screen to look at other pictures in the album.

4 To find photos you take on your phone, connect your phone and your computer using the **USB cable** and tap **USB Drive** on your phone. On your computer, click the drive representing your phone, click **DCIM**, and then click **100PALM**.

Organize your pictures into albums

The Photos app organizes the pictures you take or add to your phone into predefined albums. The following table tells you where to find your photos both in the Photos app and in your phone's USB Drive storage.

Table 2. Photo locations

Origin of photos	Album in Photos	Folder in USB storage
Email, MMS	Downloads	downloads
Copied from computer	Miscellaneous	Root level of USB storage
Camera on phone	Photo roll	DCIM > 100PALM
Phone	Screen captures	screencaptures
Phone	Wallpapers	wallpapers
Copied from elsewhere	[Folder created by you in USB storage]	[Folder created by you containing at least one BMP, JPG, or PNG]

You can use any photo in any album in Photos as wallpaper (see Save a picture as wallpaper). The photo does not have to be in the Wallpapers album.

You can assign any pictures on your phone to one of these albums or to an album you create. To create and assign pictures to albums, you must put your phone into USB Drive mode. You then create the albums and move pictures into them using your computer.

TIP Besides using USB Drive mode to copy your photos, videos, and DRM-free music from your computer to your phone, you can also use solutions available from third-party software developers (sold separately) that facilitate the transfer of media files to your phone. For more information, open the browser on your computer and go to palm.com/sync-solutions.

1 Connect your phone and your computer using the **USB cable**.

2 On your phone, tap **USB Drive**. If prompted, tap **OK**. On your computer, your phone appears as a removable drive.

3 On a Windows computer, if the Found New Hardware wizard opens, click **Cancel** to close the wizard.

4 Open **My Computer** (Windows XP), **Computer** (Windows Vista/Windows 7), or the **Finder** (Mac), and double-click the drive representing your phone.

5 To create an album, use your computer's controls for creating a new folder. To be sure the Photos application can find the album, create it at the root level of the drive representing your phone, not as a subfolder of another folder.

6 Assign pictures to albums using your computer's controls to copy or move items. It is easiest to find the pictures you want by displaying them as thumbnails.

7 End the connection safely—if you do not eject safely, your phone resets when you disconnect the USB cable:

On a Windows computer, right-click the drive representing your phone and click **Eject**.

On a Mac computer, from your desktop, drag the drive representing your phone to the **Trash**. The Trash icon changes to **Eject**.

8 Disconnect the **USB cable** from the computer and from the phone when the USB Drive screen no longer appears on your phone.

- **To delete an album:** Connect your phone to your computer and tap **USB Drive**. From your computer, open the drive representing your phone and delete the folder representing the album.

Look at photos in a slideshow

You can view the photos in any album as a slideshow.

1 Open **Photos** .

2 Tap the album you want to view as a slideshow.

3 Do one of the following:

- To start with the first photo in the album: Open the application menu and tap **Play Slideshow**.
- To select a different starting point: Tap the photo you want the slideshow to start at and tap .

4 To exit the slideshow, tap a photo.

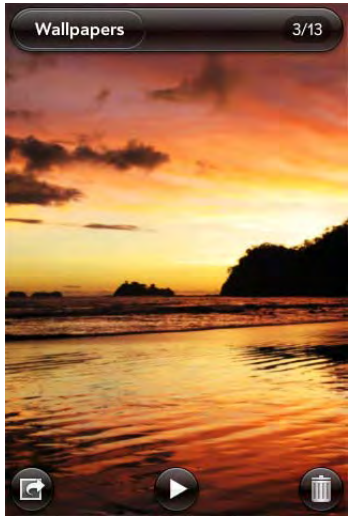
Add a picture to a contact

You can add a picture to a contact using the Photos application.

TIP You can also add a picture to a contact in the Contacts application (see Add a photo to a contact).

1 Tap a picture thumbnail to view it full-screen.

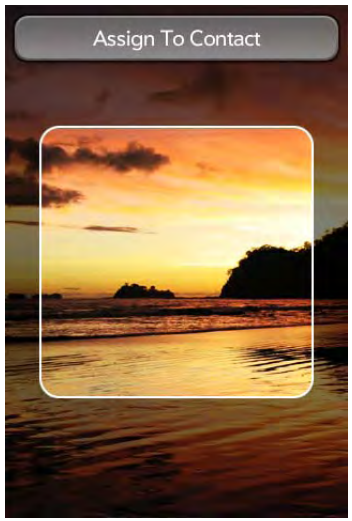
2 If is not visible, tap the screen to display it.



3 Tap and tap **Assign to contact**.

4 Enter the contact name and tap the contact.

5 (Optional) Do either or both of the following:



- To zoom out or in on a part of the picture: Pinch in or out on the picture.
- To capture the portion of the picture you want for the contact photo: Tap and hold the picture, and then drag the portion you want to the center of the onscreen box. This portion becomes the contact photo.

6 Tap **Assign To Contact**.

Save a picture as wallpaper

Wallpaper is the background screen that appears in Card view.

1 Tap a picture thumbnail to view it full-screen.

2 If is not visible, tap the screen to display it.

3 Tap and tap **Set wallpaper**.

4 (Optional) To zoom in or out on a part of the picture, pinch out or in on the picture.

If you have zoomed in on a picture, to capture the portion you want to use as wallpaper, tap and hold the picture, and then drag the portion you want to the center of the screen. This portion becomes the wallpaper.

5 Tap **Set Wallpaper**.

Share a picture

You can send a picture to other picture-enabled devices or to an email address as an attachment.

1 Tap a picture thumbnail to view it full-screen.

2 If is not visible, tap the screen to display it.

3 Tap and tap **Share via email** or **Share via MMS**.

4 Create the email or multimedia message.

TIP You can also copy pictures from your phone to your computer (see Copy files between your phone and your computer).

Upload a picture to the web

To upload a picture to a web service such as Facebook or Photobucket, you must already have an account with the service. If you do not already have an account, go to a service website (for example, facebook.com or photobucket.com) and set up an account. You must then set up the account on your phone. You can set up the account on your phone during the upload process, as described in this procedure, or you can set it up at any other time (see Set up an online pictures account on your phone).

1 Tap a picture thumbnail to view it full-screen.

2 If is not visible, tap the screen to display it.

3 Tap and tap **Upload**.

4 Do one of the following:

- If your picture web service is already set up on your phone, tap the name of the service you want to use.
- If your picture web service is not yet set up on your phone, tap **Add An Account** and tap the account type. Enter your username and password and tap **Sign In**. After you sign in, return to the picture in full-screen view and repeat steps 2 and 3.

Set up an online pictures account on your phone

To upload pictures to an account you have with a web service such as Facebook or Photobucket, you must set up the account on your phone.

DID YOU KNOW? If you set up a Facebook account in the Photos application, your Facebook contacts and calendar events appear in the Contacts and Calendar applications on your phone also. Likewise, if you set up a Facebook account in Contacts, the account is already set up to allow you to upload pictures from Photos. See Online accounts available for Palm® webOS™ phones.

DID YOU KNOW? for information about the behavior of Facebook, Photobucket, and other online accounts on your phone.

1 Open **Photos** .

2 Open the application menu and tap **Preferences & Accounts**.

3 Tap **Add An Account**, and tap the type of account you want to add.

4 Enter your account username and password and tap **Sign In**.

Delete an online pictures account

1 Open **Photos** .

2 Open the application menu and tap **Preferences & Accounts**.

3 Tap the account name.

4 Tap **Remove Account**.

Delete a picture

1 Tap a picture thumbnail to view it full-screen.

2 If is not visible, tap the screen to display it.

3 Tap .

4 Tap **Delete** to confirm.

To delete an album, see Delete files and folders using USB Drive mode.

Videos

Record a video

Your phone has an easy-to-use video camera that lets you record videos in VGA Resolution at 30FPS (frames per second) in MPEG-4, with AAC audio. Background sound is recorded when you record a video.

1 Open **Camera** .

2 Tap .

3 Turn your phone to landscape view.

4 Press **Space** or tap to begin recording.

5 Press **Space** or tap to stop recording.

6 (Optional) To watch a video when you finish recording: Tap the thumbnail on the lower-left side of the screen > .

Edit videos you recorded

You can create a shorter version of a video you recorded. The original version is not affected. Your edited version is saved with the word “edit” added to the video name. You can also rename videos and add descriptions of them.

1 Open **Videos** .

2 Tap **Video roll**, and tap the video date or title.

3 To rename the video, tap the video date or name and enter a new name.

4 To add a description, tap **Description** and enter the description.

5 To begin editing the video, tap .

6 Turn your phone to landscape view.

7 The sequence of frames that make up the video is displayed at the bottom of the screen. To shorten the video, tap, hold, and drag the handles on either end of the video frame selector.

8 To make adjustments to the portion you selected for saving without changing the length of the selected portion, tap and hold the middle of the saved portion, and then move the whole frame selector left or right.

1 Handle
2 Handle
3 Tap and hold here to move the frame selector

9 Tap .

The edited copy of the video is saved in Video Roll along with the original.

Upload or share videos you recorded

1 Open **Videos** .

2 Tap **Video Roll**, and tap the video date or title.

3 Tap and tap any of the following.

Share via email or **Trim & share via email:** If a video is above the maximum size allowed for sending by email you can trim the video to an appropriate size (see Edit videos you recorded).

Share via MMS or **Trim & share via MMS**: If a video is above the maximum size allowed for sending by MMS you can trim the video to an appropriate size (see Edit videos you recorded).

Upload: If your video web service is not yet set up on your phone, tap **Add An Account** and tap the account type. Enter your username and password and tap **Sign In**. Enter an account name, tap **On**/**Off** to select other applications you want to synchronize this account with, and then tap **Done**. After you sign in, return and repeat steps 2 and 3.

Upload to [online account]: To rename the video, tap the video date or name and enter a new name. To add a description, tap **Description** and enter the description. Tap **Upload Video**. The icon indicates that the upload is in progress. The icon displays when the upload has finished.

4 To share a link to a video you uploaded to Facebook: Tap , and then tap **Share Facebook Link**. Tap **Email** or **Messaging**.

Watch a video

BEFORE YOU BEGIN Before you put videos on your phone, make sure you have enough storage space on your phone to fit the file. Open **Device Info** and look at the **Available** field under **Phone**.

To get videos on your phone, you can do any of the following:

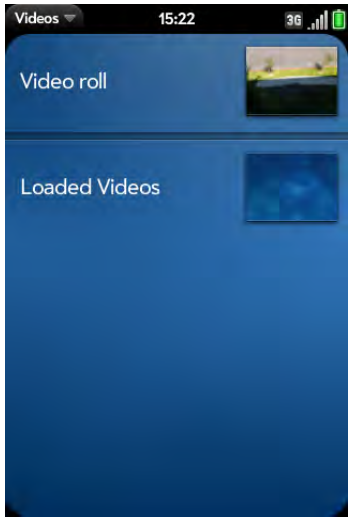
- Record a video (see Record a video).
- Copy videos from your computer (see Copy files between your phone and your computer).
- Receive videos as email attachments (see Open email attachments).
- Receive videos as part of a multimedia message (see Receive and view text and multimedia messages).

You can view DRM-free videos that you receive as email attachments or that you copy from your computer in the MPEG-4, H.263, H.264, MP4, M4V, 3GP, 3GPP, 3G2, and 3GP2 formats. You can view videos you open in a multimedia message in MP4 format. Videos play on your phone in landscape orientation.

KEY TERM **DRM-free:** A file that is not protected by Digital Rights Management. DRM-free video files can be copied as many times as you like and can be played on your Pre 2 phone.

Use the YouTube application to view YouTube videos (see YouTube).

1 Open **Videos** .



2 Tap an album and tap the video you want to watch.

Use video playback controls

Playback controls automatically appear when you start a video. They disappear after a few seconds. Tap the video to manually display or dismiss the controls.

Table 3. Video playback controls

Control	Function
	Play.
	Pause.
	Move forward or backward (tap and hold the slider, and then drag it right to move forward or left to move backward).
	Switch between full-screen view and the original size.

Use the **volume** button on the left side of your phone to control the sound level.

TIP To skip ahead 30 seconds in a video, flick left to right on the screen. To jump back 10 seconds, flick right to left.

Delete a video

1 Open **Videos** .

2 Tap the album containing the video.

3 Throw the video off the side of the screen, and tap **Delete**.

YouTube

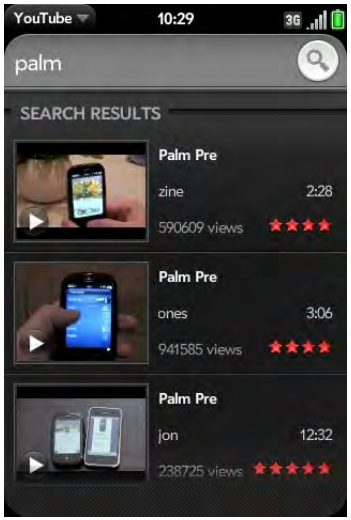
Watch a YouTube video

The YouTube application on your phone lets you watch videos available online at the YouTube website. Videos are displayed on your phone in landscape orientation.

1 Open **YouTube** .

2 Do one of the following:

- To search for a video: Tap **Search All Videos**, enter a search term, and press **Enter** or tap .



- To display the most highly rated videos: Tap **Videos** and tap **Popular**. (This is the default view.)
- To display the most frequently viewed videos: Tap **Videos** and tap **Most Viewed**.
- To display videos you have recently viewed: Tap **Videos** and tap **History**.

3 When the video you want appears, do one of the following:

- To view the video: Tap the video thumbnail.
- To view video details: Tap the text to the right of the video thumbnail.

DID YOU KNOW? Some videos can be viewed in YouTube on your computer only. For those videos, you can view video details on your phone, but if you try to play the video on your phone, an error message appears.

TIP You can also search for videos in YouTube directly from the Launcher or Card view. Start typing a search term and, under **Launch & Search**, tap **More**, and then tap **YouTube**. To use this search option, you must add YouTube to your list of universal search preferences (see Customize Just Type).

Use video playback controls

Playback controls automatically appear when you start a YouTube video. They disappear after a few seconds. Tap the video to manually display or dismiss the controls.

Table 4. Video playback controls

Control	Function
	Play.
	Pause.
	Move forward or backward (tap and hold the slider, and then drag it right to move forward or left to move backward).
	Switch between full-screen view and original size.

Use the **volume** button on the left side of your phone to control the sound level.

Find related videos

Find videos from the same author or otherwise related to the one you selected.

On the video details screen (see Watch a YouTube video), do one of the following:

- To view videos from the same author: Tap **More** > **More from This Author**.
- To view related videos: Tap **More** > **Related Videos**.

Share a video

Send a friend a link to a YouTube video.

1 On the video details screen (see Watch a YouTube video), tap **Share**.

2 Tap **Email** or **Text Message**.

3 Address and send the message.

Music

You can add and listen to DRM-free music files on your phone. You can listen to music through the speaker on the back of your phone, through the stereo headset included with your phone, or through headphones (sold separately). If you have speakers or a stereo headset (both sold separately) that are equipped with Bluetooth® wireless technology, you can also use them to listen to music. You can also listen to streaming music from the web directly in the web browser (see Web).

KEY TERM **DRM-free:** A file that is not protected by Digital Rights Management. DRM-free music files can be copied as many times as you like and can be played on your Pre 2 phone.

Get music onto your phone

To get music onto your phone, you can do any of the following:

- Copy music files from your computer (see Copy files between your phone and your computer). You can copy music files to any folder on your phone's USB drive. However, to make it easy to find and manage files, consider creating a "Music" folder and copy files to there.
- Use solutions available from third-party software developers (sold separately) that facilitate the transfer of music files to your phone. For more information, open the browser on your computer and go to palm.com/sync-solutions.
- Receive music files as email attachments (see Open email attachments).
- Receive music files as part of a multimedia message (see Receive and view text and multimedia messages).
- Buy music using the Amazon MP3 app if it's available on your phone (see Amazon MP3).

The following table lists music formats that you can play on your phone:

Table 5. Music formats playable on webOS phones

File format	Play in Music/Copy to USB storage	Download from Email	Download from MMS
AAC	√	√	
AAC+	√	√	
AMR		√ (see Note)	√ (see Note)
MP3™	√	√ (see Note)	√ (see Note)
WAV	√	√ (see Note)	√ (see Note)

NOTE You can download and listen to MP3, WAV, and AMR files in Email and from an MMS in Messaging, but files you download from Email or Messaging are not saved to USB storage, and they are not listed in Music. MMS attachments sent to your phone in the WAV and AMR formats are converted and delivered to your phone as MP3 files.

Listen to music

After you begin to play music, music continues to play if you switch to another application, turn off the screen, or slide the **ringer** switch off. If a call comes in, music pauses automatically and resumes when you hang up or ignore the call.

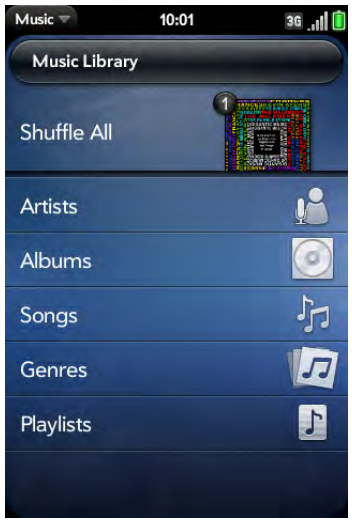
If you put the Music app in the background while you work in another app, a music notification icon appears at the bottom of the screen. Tap the icon to display the music playback controls. You can use the controls even if the screen is locked.

- To end play: Close the Music app.

1 Add music files to your phone. See Get music onto your phone.

2 Open **Music** .

3 Do one of the following:



- To listen to all songs on your phone: Tap **Songs**. Tap the first song.
- To listen to a specific song: Tap **Artists**, **Albums**, **Songs**, **Genres**, or **Playlists** to search that category. Continue making selections until the song you want appears. Tap the song name.
- To listen to all songs from an artist: Tap **Artists** and tap the artist name. Tap the first song.
- To listen to an album: Tap **Albums** and tap the album name. Tap the first song.
- To listen to all songs in a genre: Tap **Genres** and tap the genre name. Tap the first song.
- To listen to playlists you synchronized to your phone: Tap **Playlists**. Go to palm.com/sync-solutions for a list of third-party solutions (sold separately) that you can use to sync music and playlists from your computer to your phone.
- To browse a music store to preview or purchase songs (if available): Tap the music store name. Continue making selections until the song you want appears. Tap the song name.

Songs play in the order they are displayed onscreen. To listen to them in random order: Tap **Shuffle All**.

Use music playback controls

Use the **volume** button on the left side of your phone to control the sound level.

* Album Art view

Table 6. Music playback controls

Control	Function
	Play.
	Pause.
	Rewind.
	Fast forward.
	Shuffle current playlist.
	Repeat. Tap once to repeat the current song. Tap again to repeat the entire playlist.

Table 6. Music playback controls

Control	Function
	Move forward or backward. Tap and hold the slider, and then drag it right to move forward or left to move backward. To display the slider, tap the text below the album art in Album Art view.

DID YOU KNOW? If you stop playback of an audio file for which the Genre field is defined as podcast, speech, spoken word, netcast, or audiobook, when you play the item again, playback resumes at the point it was stopped.

Return to Album Art view for the currently playing song from anywhere in the Music app

You can move around the Music app while a song is playing. To return to the Album Art view for the song that is currently playing from anywhere in the Music app, tap **Now Playing** in the header at the top of the application.

Switch the Now Playing display

You can switch the display to show the songs you are listening to by name or by album cover art.

- While you are listening to a song, tap the header at the top of the current view of the Music app to switch between Playlist view and Album Art view.

Search for related songs or content

When you are listening to a song, you can search the web for related items such as songs by the same artist or from the same album.

1 While listening to a song, open the application menu.

2 Tap one of the web search options (such as Amazon MP3, if available, or YouTube), and then tap the info you want.

Change the order of items in Playlist view

- In Playlist view (see Switch the Now Playing display), tap and hold a song name. Drag the song to move it to a new location in the list.

Remove a song from Playlist view

- In Playlist view (see Switch the Now Playing display), throw the song name off the side of the screen. This does not delete the song file from your phone. It merely removes the song from the list of songs you are currently listening to.

Delete a song

To delete a song file from your phone, you must put your phone in USB Drive mode and delete the song using your computer.

1 Connect your phone and your computer using the **USB cable**.

2 On your phone, tap **USB Drive**. If prompted, tap **OK**. On your computer, your phone appears as a removable drive.

3 On a Windows computer, if the Found New Hardware wizard opens, click **Cancel** to close the wizard.

4 Open **My Computer** (Windows XP), **Computer** (Windows Vista/Windows 7), or the **Finder** (Mac), and double-click the drive representing your phone.

5 Delete the song using your computer's controls.

6 End the connection safely—if you do not eject safely, your phone resets when you disconnect the USB cable:

   On a Windows computer, right-click the drive representing your phone and click **Eject**.

   On a Mac computer, drag the drive representing your phone to the **Trash**. The Trash icon changes to **Eject**.

7 Disconnect the **USB cable** from the computer when the USB Drive screen no longer appears on your phone.

Amazon MP3

Before you can download items using the Amazon MP3 application on your phone, you must have an Amazon account, and you must read and agree to the MP3 Music service terms and conditions.

MP3 files you buy from Amazon MP3 are DRM-free. After you buy and download items from Amazon MP3, listen to them with your phone's Music application (see Get music onto your phone).

NOTE Music you download from Amazon MP3 is not backed up to your Palm profile. To back up your music, you can copy downloaded files from the AmazonMP3 folder on your phone's USB drive to your computer (see Copy files between your phone and your computer).

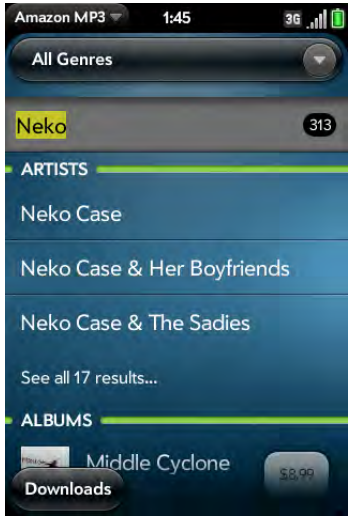
Search for a specific song, album, or artist

1 Open **Amazon MP3** .

2 Tap **Search** and enter the song, album, or artist name.

3 Press **Enter** .

4 Do one of the following:



- If the item you want appears on the screen, tap the song, album, or artist name. Tapping the name of a song plays the preview; tapping its price gives you the option to buy it (see Preview and buy a song).
- If the item you want doesn't appear, tap **See all [total number of] results** at the bottom of the Artists, Albums, or Songs section.

Browse songs, albums, artists, or genres

1 Open **Amazon MP3**.

2 Do any of the following:

- To view all songs in a certain genre: Tap and tap the genre.
- To view the top 10 new and notable releases: Swipe left or right on the **New & Notable** album thumbnails.
- To view the top 100 new releases: Tap **New releases**.
- To view the top 100 albums: Tap **Albums**.
- To view the top 100 artists: Tap **Artists**.
- To view the top 100 songs: Tap **Songs**.

View artist information

1 Search for (see Search for a specific song, album, or artist) or browse to (see Browse songs, albums, artists, or genres) an artist.

2 Tap the artist name.

3 Tap the word in the lower-right corner of the page (**Albums** or **Songs**).

4 Tap to view any of the following:

Albums: To buy and download an album, tap the album price and tap **Buy**. Tap anywhere else on the album entry to view detailed album information.

Songs: To buy and download a song, tap the song price and tap **Buy**. Tap anywhere else on the song entry to preview the song.

5 If you tap **Buy**, enter your email address and password, and tap **Sign In**. To purchase songs without needing to enter your password each time, turn on **Enable 1-Click**.

IMPORTANT When you are signed in to your Amazon MP3 account, your credit card is charged for the price of an item as soon as you tap **Buy**.

View album information and buy an album

BEFORE YOU BEGIN Before you download an album to your phone, make sure you have enough storage space on your phone to fit the files. Open **Device Info** and look at the **Available** field under **Phone**.

1 Search for (see Search for a specific song, album, or artist) or browse to (see Browse songs, albums, artists, or genres) an album, and tap the album name.

2 To preview a song, tap anywhere on the song entry except the price.

3 Do either of the following:

- Tap the album price and tap **Buy**.
- Tap a song price and tap **Buy**.

4 Enter your email address and password, and tap **Sign In**. To purchase songs without needing to enter your password each time, turn on **Enable 1-Click**.

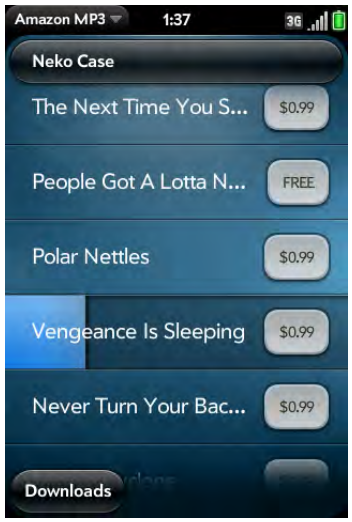
IMPORTANT When you are signed in to your Amazon MP3 account, your credit card is charged for the price of an item as soon as you tap **Buy**.

Preview and buy a song

BEFORE YOU BEGIN Before you download a song to your phone, make sure you have enough storage space on your phone to fit the file. Open **Device Info** and look at the **Available** field under **Phone**.

1 Search for (see Search for a specific song, album, or artist) or browse to (see Browse songs, albums, artists, or genres) an album or artist entry containing the song you want.

2 To preview a song, tap anywhere on the song entry except the price.



3 Tap the song price and tap **Buy**.

4 Enter your email address and password, and tap **Sign In**. To purchase songs without needing to enter your password each time, turn on **Enable 1-Click**.

IMPORTANT When you are signed in to your Amazon MP3 account, your credit card is charged for the price of an item as soon as you tap **Buy**.

View and work with downloaded items

1 Open the application menu and tap **Downloads**. This displays items that you are currently downloading or that you already downloaded.

2 To cancel a current download, tap .

After you download an item, listen to it in the Music application (see Get music onto your phone).

Web and wireless connections

With the Verizon Wireless network and your Palm® Pre™ 2 phone's web browser, you can take the web with you almost anywhere you go.

You can use your phone's Wi-Fi feature to connect to a public, work, or home network. The Bluetooth® wireless technology on your Palm® Pre™ 2 phone helps you easily set up wireless connections to a number of devices.

In this chapter

158 Wi-Fi
161 Palm mobile hotspot
164 VPN
167 Web
173 Location Services
174 Google Maps
175 VZ NavigatorSM
179 Bluetooth® wireless technology
181 Use your phone as a modem

Wi-Fi

What is a Wi-Fi connection?

Many environments, such as corporate offices, coffee shops, airports, and libraries, offer access to a Wi-Fi network, which is a wireless local area network (WLAN). To access this WLAN, you connect your phone to the WLAN through a Wi-Fi access point (also called a hotspot). When you're within range of an accessible Wi-Fi network, you can use your phone's Wi-Fi feature to connect to that network and access the web.

Your phone supports Wi-Fi connectivity based on the 802.11 standard (802.11b and 802.11g), with WPA, WPA2, WEP, and 802.1x authentication.

TIP Your Palm® Pre™ 2 phone is itself a Wi-Fi access point. Use your phone to connect your laptop to the Internet. See Palm mobile hotspot.

Why use a Wi-Fi connection?

A Wi-Fi connection is especially helpful in the following situations:

- You're outside a coverage area and you want to access the web.
- Your wireless service provider's service plan incurs additional charges for data services and you want to minimize data service charges by using a Wi-Fi connection instead.
- You want to maintain a web connection while talking on the phone.
- You're inside a coverage area, but outside an EvDO coverage area. (A Wi-Fi connection may provide faster throughput than a 1x data connection.)

Are there different kinds of Wi-Fi networks?

There are two types of Wi-Fi networks.

Open networks: These networks broadcast their name (SSID) and do not require you to enter a password or other settings. To learn how to connect to an open network for the first time, see Connect to a new open network.

Secure networks: These networks may broadcast their name, but at the very least, they require you to enter a password that you get from an administrator (who may be, for example, the librarian or the person behind the counter at the coffee shop). You may also have to get other network settings from the system administrator. To learn how to connect to a secure network for the first time, see Connect to a new secure network.

To connect to either type of network after the first time, see Connect to a previously used network.

Turn Wi-Fi on/off

Do one of the following:

- Open **Wi-Fi**, and tap **On** or **Off**.

- From any screen: Open the connection menu in the upper-right corner of the screen, tap **Wi-Fi**, and tap **Turn on Wi-Fi** or **Turn off Wi-Fi**.

* Tap the icons in this corner, or drag your finger down across the icons.

If your phone finds the network you want, tap the network name to connect to it. Otherwise, see Connect to a new open network and Connect to a new secure network.

Connect to a new open network

For an explanation of open networks, see Are there different kinds of Wi-Fi networks?

Some locations, such as airports or coffee shops, provide an open network but charge a fee to use it. After you connect your phone to the network, you need to open the web browser and register with the Wi-Fi service provider before you can check email or browse the web.

1 Open **Wi-Fi** .

2 Make sure Wi-Fi is on (see Turn Wi-Fi on/off).

3 Do one of the following:

- If the network you want is displayed, tap the network name.
- If the network you want is not displayed, tap **Join network** and enter the network name. Make sure Open is displayed in the Security field, and then tap **Connect**.

TIP You can also open Wi-Fi by opening the connection menu, tapping **Wi-Fi**, and tapping **Wi-Fi Preferences**.

Connect to a new secure network

For an explanation of secure networks, see Are there different kinds of Wi-Fi networks?

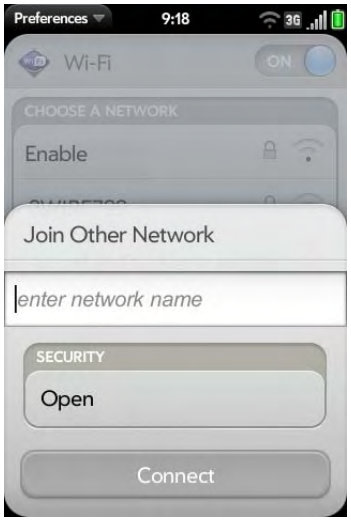
1 Open **Wi-Fi** .

2 Make sure Wi-Fi is on (see Turn Wi-Fi on/off).

3 Do one of the following:

- If the network you want is displayed: Tap the network name, enter your **Username** and/or **Password**, and tap **Sign In**. You're done.

- If the network you want is not displayed: Tap **Join network** and enter the network name. Follow steps 4 to 7.



4 Tap the **Security** field, and then tap the network type: **Open**, **WPA-personal**, **WEP**, or **Enterprise**.

5 Tap **Connect**.

6 A series of different screens appears depending on the network type. Enter or select the following if you are prompted to do so:

Username and/or **Password**

Certificate

7 Tap **Sign In**.

Connect to a previously used network

- If Wi-Fi is turned off, turn on Wi-Fi (see Turn Wi-Fi on/off). Your phone automatically attempts to connect to a previously used network, starting with the most recently used network.
- If you move to a new location and Wi-Fi is turned on, your phone automatically attempts to connect to a previously used network if one is discovered at the new location. If more than one previously used network is discovered, the phone starts with the most recently used network.
- If you are connected to one network and want to use a different one, open **Wi-Fi** and open the application menu. Tap **Stored Profiles** and tap another network name.

Connect to a captive portal

When connecting to some Wi-Fi access points, such as in a coffee shop, a hotel, or an airport, the notification for a captive portal sometimes appears. This means that to connect to this Wi-Fi access point, you must first go to a special Internet page, known as a captive portal, before you can connect to the Internet. A captive portal might be used by your Wi-Fi host for authentication or for payment to access the Internet.

To connect to a captive portal:

1 Tap at the bottom of the screen and then tap the notification **Captive Portal Detected on WiFi**.

2 If required, review the security certificate notices and tap one of the following:

- **Trust Certificate:** Connects you to the captive portal page automatically whenever you connect to this Wi-Fi access point.
- **Trust Certificate Once:** Connects you to the captive portal page for this session only. The next time you try to connect to this Wi-Fi access point, you will be asked to trust this certificate again.
- **Don't Trust Certificate:** Cancels the connection.

3 Your Wi-Fi host may require you to view advertisements, pay a fee, or accept conditions of use. Follow the instructions onscreen.

Disconnect from a network

When you disconnect from a network, you can keep it on your list of known networks so that your phone can automatically connect to it again. If you remove the network from your list of known networks, however, you must reconnect to the network. Follow the steps in Connect to a new open network or Connect to a new secure network to connect to the network again.

- To disconnect from a network but keep it on your list of known networks: Turn off Wi-Fi (see Turn Wi-Fi on/off). This disconnects you from the network.
- To disconnect from a network and remove it from your list of known networks: Open **Wi-Fi** . Tap the network name, and then tap **Forget Network**.

Put Wi-Fi to sleep when the screen is off

By default, your phone keeps its Wi-Fi connection active even when the screen is dark. If, however, you find that a Wi-Fi connection is constantly, unnecessarily waking up your phone, you can save battery power by turning off this setting. When you turn the screen on again, the Wi-Fi connection is reactivated.

1 Open **Wi-Fi** .

2 Open the application menu and tap **Sleep Settings**.

3 The current setting is displayed in the **When Phone Sleeps** field. To change the setting, tap the current setting and then select the other option from the displayed list.

Customize connection settings

Do not change Wi-Fi settings unless you are having trouble connecting to a network.

BEFORE YOU BEGIN You must be connected to the network you want to customize (see Connect to a new open network, Connect to a new secure network, or Connect to a previously used network).

1 Open **Wi-Fi** .

2 Tap the network name.

3 In **Automatic IP settings**, tap **On** or **Off**.

- When Automatic IP settings is on, the IP address is automatically and dynamically configured.
- When Automatic IP settings is off, you can manually configure the IP address.

4 If you turned Automatic IP settings off, enter any of the following:

Address: The IP address of the network

Subnet: The Subnet address of the network

Gateway: The Gateway address of the network

DNS Servers: Addresses (#1 and #2)

5 Tap **Done**.

Palm mobile hotspot

What is Palm mobile hotspot?

Quickly turn your Palm® webOS™ phone into a Wi-Fi hotspot for up to five devices. Enjoy mobile Internet access for your laptop while on the go, and let friends or co-workers connect at the same time. The app is simple to configure and easy to use.

IMPORTANT The Palm mobile hotspot requires a fast data connection with your wireless service provider's network and only works when you're within a wireless coverage area. Additional data charges or monthly subscription fees may apply. Please contact your wireless service provider regarding applicable charges before using this application. Be aware that unless your data plan is unlimited you may accumulate significant data charges using this application, especially when roaming. While Palm mobile hotspot is active, other applications on your phone continue to work, and any data sent or received counts against your mobile hotspot data plan allowance (if applicable).

If you just want to browse the web on your phone, use the phone's browser (see Web).

Palm mobile hotspot has a range of up to 170 feet (about 50 meters). The actual range varies depending on environmental conditions, such as obstructions and radio interference.

When using Palm mobile hotspot, your phone's battery charge may not last as long as usual. When possible, to improve battery performance, you should charge your battery while using Palm mobile hotspot (see Charge the battery).

Secure hotspots and open hotspots

When using Palm mobile hotspot, we recommend that you create a secure hotspot (see Create a secure hotspot). A secure hotspot is protected with a passphrase, so you can control who can connect to the Internet through your phone by controlling the distribution of your passphrase.

If you create an open hotspot (see Create an open hotspot), you cannot control who connects to the Internet through your phone. You might want to create an open hotspot, however, if you are temporarily working with a small group and you don't feel you need to set up a secure hotspot and distribute a passphrase.

Create a secure hotspot

1 Open **Palm mobile hotspot** .

2 The first time you open Palm mobile hotspot, tap **OK** to continue.

3 Tap **Off** to turn on Palm mobile hotspot.

4 If you are connected to a Wi-Fi network, tap **Continue** to disconnect.

NOTE The phone must remain connected to the network of your wireless service provider, so don't use airplane mode to turn off Wi-Fi.

5 Do one of the following:

- If this is your first time opening Palm mobile hotspot, enter a passphrase and tap **Done**.

- If you have an open hotspot set up already, tap **Open** and tap **WPA/WPA2 Personal**. Enter a passphrase and tap **Done**.

6 (Optional) To customize the name of your hotspot, tap the name in **Network Info**, enter a new name, and tap **Done**.

7 After you create the hotspot, go to the device you want to connect to the Internet (for example, your laptop) and use its Wi-Fi connection settings to connect to your Palm mobile hotspot. After the connection is made, you can browse the web on your laptop.

Create an open hotspot

1 Open **Palm mobile hotspot** .

2 The first time you open Palm mobile hotspot, tap **OK** to continue.

3 Tap **Off** to turn on Palm mobile hotspot.

4 If you are connected to a Wi-Fi network, tap **Continue** to disconnect.

NOTE The phone must remain connected to the network of your wireless service provider, so don't use airplane mode to turn off Wi-Fi.

5 Do one of the following:

- If this is your first time opening Palm mobile hotspot, tap **Create Open Network**.

- If you have a secure hotspot set up already, tap **WPA/WPA2 Personal**, and tap **Open**.

6 (Optional) To customize the name of your hotspot, tap the name in **Network Info**, enter a new name, and tap **Done**.

7 After you create the hotspot, go to the device you want to connect to the Internet (for example, your laptop) and use its Wi-Fi connection settings to connect to your Palm mobile hotspot. After the connection is made, you can browse the web on your laptop.

Use Palm mobile hotspot

1 Open **Palm mobile hotspot** .

2 Tap **Off** to turn on Palm mobile hotspot.

The icon appears at the bottom of the screen when the mobile hotspot is turned on.

3 Be sure you are connected to the network of your wireless service provider. If you are connected to a Wi-Fi network, your phone automatically disconnects from that network.

4 Provided you already created a secure (see Create a secure hotspot) or open hotspot (see Create an open hotspot), any devices enabled with Wi-Fi that are within range of your phone can now locate your phone and connect to it.

If you already set up a device to connect to your secure hotspot, that device remembers the passphrase and connects automatically to Palm mobile hotspot.

5 When you finish using your phone as a mobile hotspot, turn off Palm mobile hotspot to save battery power.

You can extend your battery time by charging your battery (see Charge the battery) while you are using Palm mobile hotspot.

Change your secure passphrase

1 Open **Palm mobile hotspot** .

2 Tap **Change Passphrase**.

3 Enter the new passphrase and tap **Done**.

View information about connected devices

1 Open **Palm mobile hotspot** .

2 In **Connected Devices**, tap a device.

The following information is displayed:

Name: The name of the connected device

Type: The type of connection between the device and your phone

Mac Address: A unique address associated with the device

Assigned IP: The IP address of the connected device

VPN

What is VPN?

If you want to use your phone to access files on your company's servers, you may need to set up a VPN (virtual private network). You can do this using the Palm VPN application. VPN enables you to log in to your corporate server through the company's firewall (security layer). You need to set up a VPN to access a corporate server in any of the following situations:

- Your company's wireless local area network (LAN) is outside the firewall.
- Your company's wireless LAN is inside the firewall, but you are accessing the network from outside the firewall (for example, from a public location or at home).

Check with your company's system administrator to see if a VPN is required for accessing the corporate network.

TIP Being connected to VPN may sometimes interfere with web browsing. If you are having problems browsing in Web, disconnect VPN (see Disconnect from a profile) and then try using Web again.

Add a VPNC VPN profile

VPNC is a Cisco-compatible IPSEC client.

BEFORE YOU BEGIN Get the following information from your system administrator:

- Profile name
- VPN server
- Username and password
- Group ID
- Group secret
- Domain

- Dead peer detection setting
- Encryption method: Secure, Weak, or None
- NAT traversal method: Cisco-UDP, NAT-T (always), NAT-T (auto-detect), or Disabled

1 Open **VPN**.

2 Tap **Add Profile**.

3 If VPNC is not selected already in the Connection Type field, tap the **Connection Type** field, and tap **VPNC**.

4 Tap **Enter server name** and enter the server name.

5 Tap **Next**.

6 Enter the information you got from your system administrator.

NOTE **Dead Peer Detection** When selected, if no VPN traffic is received for five minutes, the client checks to see if the VPN server is still available.

NOTE **Encryption Method** Tap an encryption method: **Secure** forces the client to use more secure AES or 3DES algorithms. **Weak** allows the weaker 1DES algorithm. Strong encryption may still be used, depending on what the VPN server decides. **None** enables no encryption. Encryption is not disabled and may still be used, depending on the VPN server. With the None option, the VPN profile is simply allowed to use no encryption.

7 Tap **Connect**.

8 If required, enter your security token or other password, and tap **Done**.

9 Tap **Continue** to acknowledge that you are accessing a private network.

Add a Cisco AnyConnect VPN profile

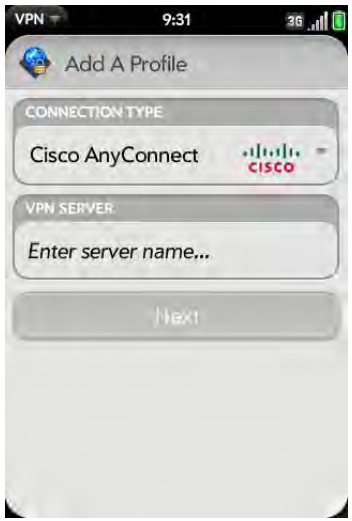
BEFORE YOU BEGIN Get the following information from your system administrator:

- VPN server name
- Username and password
- Security token or other password

1 Open **VPN**.

2 Tap **Add Profile**.

3 Tap the **Connection Type** field, and tap **Cisco AnyConnect**.



4 Tap **Enter server name** and enter the server name.

5 Tap **Next**.

6 If required, tap **Agree** to accept the Cisco license agreement. Tap ⊕ to view the full agreement.

7 Enter your login information, and tap **Connect**.

8 If required, enter your security token or other password, and tap **Done**.

9 Tap **Continue** to acknowledge that you are accessing a private network.

Connect to a profile

Do one of the following:

- Open **VPN**, and tap a profile.
- From any screen, open the connection menu, tap **VPN**, and tap a profile.

View statistics for a connected profile

1 Open **VPN**.

2 Tap ⓘ beside a connected profile.

Disconnect from a profile

Do one of the following:

- Open **VPN**, and tap a connected profile.
- From any screen, open the connection menu, tap **VPN**, and tap a connected profile.

Edit a profile

1 Do one of the following:

- Open **VPN**.
- From any screen, open the connection menu and tap **VPN Preferences**.

2 Tap ⓘ beside the profile you want to edit.

3 Edit your profile settings.

4 Tap **Done**.

Delete a profile

1 Open **VPN**.

2 Do one of the following:

- Throw the profile off the side of the screen and tap **Delete**.
- Tap ⓘ beside the profile you want to delete and tap **Delete profile**.

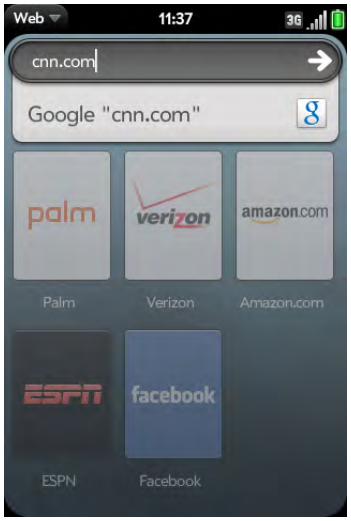
Web

Go to a website

The web browser on your phone is capable of displaying most web content, including Flash plugins. The browser features the latest web standard technologies such as HTML 4.01, CSS 2.1, Ajax, and JavaScript. It does not support Java applets.

1 Do one of the following:

- In the Launcher or Card view, type the site address (for example, palm.com), and tap **Go to website**.
- Open **Web** and enter the site address. If the page appears in the list of viewed pages, tap it to go there again. If not, press Enter.



When entering a website address (URL), you don't need to enter "http://www."

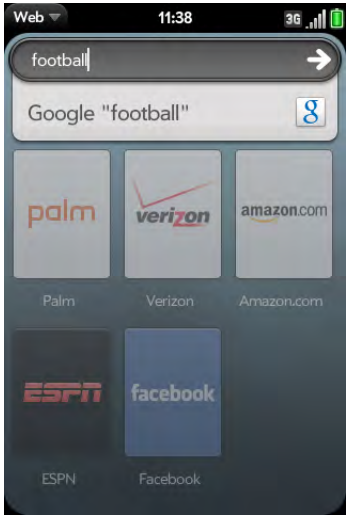
DID YOU KNOW? If you browse to a secure web page, the lock icon in the address line appears closed.

2 To cancel a page while it is loading, tap .

Go to a website using search

Do one of the following:

- In the Launcher or Card view, type the search term, and then tap a search engine (for example, Google).
- Open **Web**, enter the search term, and press Enter.



Add a web search engine

When you browse to some websites that use search functionality, such as dictionary.com, you may see a Web Search Engine Available notification at the bottom of the screen. This means that you can add this website to the list of search engines your phone uses when you use Just Type to enter a search term while in the Launcher or Card view.

1 Tap at the bottom of the screen and then tap the **Tap to add as Search Engine** notification.

2 Tap the website name listed in the Recently Visited section in the Just Type preferences to add this website as a search option in Just Type.

Open another browser

If you are looking at one web page and need to check something on a different one, simply open another browser.

1 Open the application menu and tap **New card**.

2 Enter the address or search term for the second instance of the browser.

3 To move between the two pages, tap the center of the gesture area to display Card view. The web pages are displayed in a stack. Tap the one you want.

Navigate a web page

- To move back through previously viewed pages: Tap or make the back gesture from right to left anywhere in the gesture area.
- To move forward through previously viewed pages: Tap or make the forward gesture from left to right anywhere in the gesture area.
- To refresh the current page: Tap .
- To scroll a page: Swipe up or down on the screen.
- To view a web page in landscape mode: Turn the phone on its side. When the display is in landscape mode, you can swipe up and down on the gesture area to scroll up and down a page.
- To zoom in or out on a page: Pinch out to enlarge items onscreen. Pinch in to decrease the size of items onscreen. Double-tap the screen to zoom in or out a specified amount.
- To zoom into a column of a web page: Double-tap the column to center it and enlarge it. Double-tap again to zoom out to see the whole page again.
- To pan a page: Tap, hold, and drag the page.
- To enter information in a form: Tap the form field. Enter or select information and press **Enter** .
- To share a web address as a link in an email message: Open the application menu, tap **Page**, and tap **Share**. Create the email message.
- To display the address bar: Start typing a search term or web address, or scroll to the top of the page. If the page title is displayed, tap it to view or edit the URL.
- To save a photo to Photos: Press and hold **Option** and tap the photo. Tap **Copy to Photos**.

Use Flash content

When you open a web page, Flash content on the page appears with a play button on a black background. Do either of the following:

- To play the Flash content at its current size, tap .
- To play and zoom in on the Flash content, double-tap it.

Keep the following in mind:

- When you see in the lower-right corner of the screen, you know you're working with Flash content and not the web page.
- To use playback controls with Flash content and interact with other active areas: Tap the Flash content.
- You cannot zoom in/out while working with Flash content.
- To stop working with Flash content and return to the web page: Tap .

The ability to use Flash content is turned on by default. To turn it off: Open the application menu and tap **Preferences**. In **Enable Flash Content**, tap **On** to switch it from on to Off.

To have Flash content begin playing as soon as you open a website, without your tapping the play button: Open the application menu and tap **Preferences**. In **Autoload Flash Content**, tap **Off** to switch it from off to **On**.

Flash on your phone does not support the following:

- Games that require arrow keys as controls. The keyboard on your phone does not contain arrow keys, so, unless they allow remapping, games that require arrow keys as controls cannot be played.
- Hover states on Flash content.
- Some video streaming methods.

Add a web page to the Launcher

Add any web pages you visit frequently to the Launcher so you can access them in a few taps.

1 Open the page you want to add to the Launcher.

2 Open the application menu, tap **Page**, and tap **Add To Launcher**.

3 Do any of the following:

Icon: Tap the currently displayed page icon thumbnail. Then tap, hold, and drag the web page to use a different portion of the page as the Launcher icon. You can zoom into or out of the page while selecting the portion you want to use. The portion that appears in the white square is used as the icon. Tap **Done**.

Title: Tap to edit. See Text selection gestures for useful gestures if you want to edit the page title.

URL: Enter or edit the URL for the page. For example, change the URL to the home page of a site instead of a drill-down page within the site.

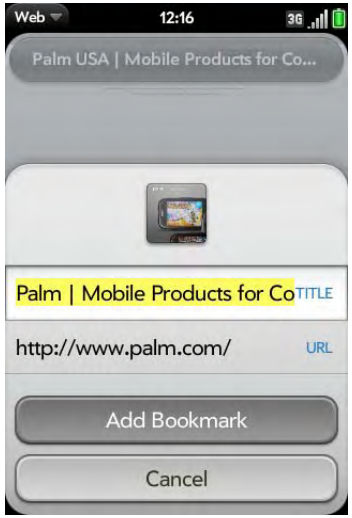
4 Tap **Add To Launcher**.

The page now appears as an icon on the Launcher. Tap the icon to open the page. To delete the page from the Launcher, see Delete an application.

Create a bookmark

1 Open the page you want to bookmark.

2 Open the application menu and tap **Add Bookmark**.



3 Do any of the following:

Icon: Tap the currently displayed bookmark icon. Then tap, hold, and drag the web page to use a different portion of the page as the bookmark icon. You can zoom into or out of the page while selecting the portion you want to use. The portion that appears in the white square is used as the icon. Tap **Done**.

Title: Tap to edit. See Text selection gestures for useful gestures if you want to edit the bookmark title.

URL: Enter or edit the URL for the bookmark. For example, change the URL to the home page of a site instead of a drill-down page within the site.

4 Tap **Add Bookmark**.

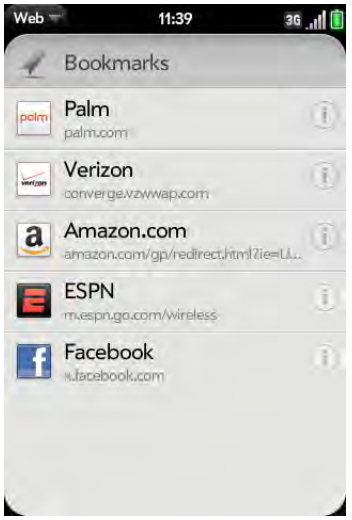
The first 12 bookmarks you create become thumbnails on the start page of the Web app.

NOTE Web bookmarks are part of the data backed up to your Palm profile. After a partial or full erase, a bookmark is restored with a generic thumbnail icon. After you revisit the page for which you created the bookmark, the original thumbnail icon is restored.

Open a bookmarked page

Do one of the following:

- From the start page when you open the Web app: Tap a thumbnail.
- To open a bookmark if it's not on the start page, or after you navigate away from the start page: Open the application menu and tap **Bookmarks**. Then tap a bookmark.

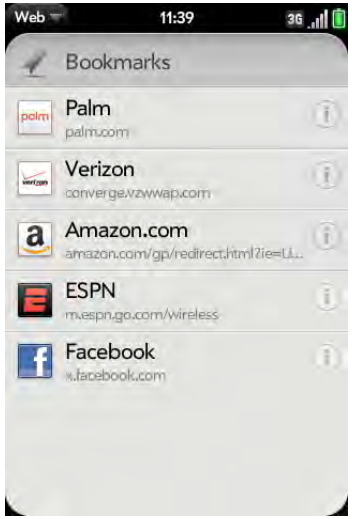


- In Launcher or Card view, type a few characters of the bookmark title, and then tap **Bookmarks & History**. Scroll to find the bookmark you want, and tap to open it.

Edit, reorder, or delete a bookmark

1 Open **Web** .

2 Open the application menu and tap **Bookmarks**.



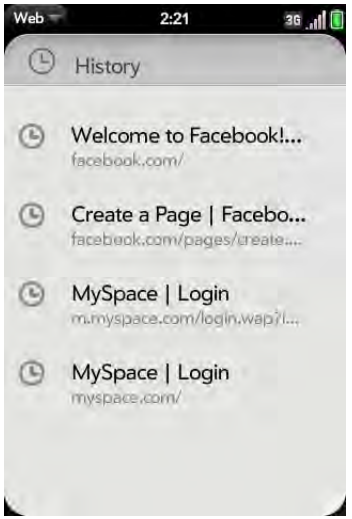
3 Do one of the following:

- Edit: Tap ⓘ to the right of the bookmark name. Enter the new icon, title, or URL and tap **Save Bookmark**.
- Reorder: Tap, hold, wait for the visual cue, and then drag the bookmark.
- Delete: Throw the bookmark off the side of the screen and tap **Delete**.

Return to previously viewed web pages

Do one of the following:

- In Launcher or Card view, type a few characters of a keyword relating to the page you are looking for, and then tap **Bookmarks & History**. Scroll to find the page you want, and tap to open it.
- Open **Web**, open the application menu, and then tap **History**. Scroll to the page name and tap the page.



- Open **Web** and enter a term or address in the address bar that matches the page name or address.
- To clear your browsing history: Open **Web**, open the application menu, tap **Preferences**, and then tap **Clear History**.

Use links on a web page

- To follow a link to another page: Zoom in on the page (pinch out or double-tap the page), and tap the link.
- To open a link in another browser: Press and hold **Option** and tap the link. Tap **Open In New Card**.
- To dial a phone number that appears as a link: Tap the link to display the dial pad with the number entered, and tap .
- To share a link with someone via email: Press and hold **Option** and tap the link. Tap **Share Link**.
- To share a link to a photo with someone via email: Press and hold **Option** and tap the photo. Tap **Share Image**.
- To copy the URL for a link: Press and hold **Option** and tap the link. Tap **Copy URL**.

Copy a picture from a web page

Pictures you copy from the web are stored in the Miscellaneous album in Photos.

1 Press and hold **Option** and tap the picture.

2 Tap **Copy to Photos**.

3 Tap **OK**.

Download files from the web

1 Open **Web**.

2 Go to the web page with the file you want to download.

3 Tap the file name.

4 If an app on your phone supports the file type, the file name appears at the bottom of the screen. Tap to open the file.

All files are downloaded to the phone's USB storage. If an app on your phone supports the file type, you can also find the file in that app. For example, if it's a PDF file, find it in PDF View, and if it's an MP3 file, find it in Music.

Customize web browser settings

1 Open **Web**.

2 Open the application menu and tap **Preferences**.

3 Set any of the following:

Default Web Search Engine: Select your default search engine.

Block Popups: Prevents websites from opening up new browser windows. Tap **Yes** to turn Block Popups off.

Accept Cookies: Allows cookies from any website you view, even if you are redirected to a site from another site. Tap **Yes** to turn Accept Cookies off.

JavaScript: Tap **On** to turn off JavaScript. Turning off JavaScript may prevent some websites from functioning properly.

Enable Flash Content: Tap **On** to switch it from On to Off. Turning off Flash Content prevents Flash content from displaying.

Autoload Flash Content: Enables Flash content to begin playing as soon as you open a website. Tap **Off** to switch it from off to On.

Clear History: Tap to delete your browsing history.

Clear Cookies: Tap to delete cookies used by some websites to remember visiting history and user settings.

Clear Cache: Tap to delete any web page content that has been stored in the local cache. This ensures that you are viewing the most current content when you visit a web page.

Location Services

The Location Services application allows you to control the provision of information about your location to websites and applications that request it.

Manage location information passed to websites

A website might request your current location so it can provide you with information that is relevant to where you are. For example, a weather site might require your location so it can let you know the weather forecast for your area.

1 Open **Location Services** .

2 If required, tap **Turn On GPS**.

3 You can set Location Services to always ask your permission to send your location to a website when the site requests this information, or you can set it to never share your location with any website. The current setting is displayed in the For Websites field. To change the setting, tap the current setting and then select the other option from the displayed list.

4 To clear all location data currently in use by websites, tap **Clear My Location Data**, and then tap **Clear**.

Manage location information passed to applications

An application might request your current location so it can provide you with information that is relevant to where you are. For example, Google Maps might use your current location to provide driving directions to a destination.

1 Open **Location Services** .

2 If required, tap **Turn On GPS**.

3 Select one of the following in the For Applications field:

Auto Locate: Applications can automatically identify your location.

Always Ask: Applications display a request to identify your location. You choose whether to allow this for the current session only.

4 Select **On** or **Off** for any of the following:

Geotag Photos: Available only when Auto Locate is selected. When Geotag Photos is on, photos are tagged with the latitude and longitude of the location in which they were taken.

DID YOU KNOW? The geotag data is stored as an Exif tag in the photo file, not on the image itself. A common use of the geotag data is in online photo services like Photobucket and desktop apps like Google Earth, which use the data to position the photo as a thumbnail on a map.

Background Data Collection: Available only when Google Services is on (see Turn location service providers on/off). When Background Data Collection is on, anonymous location data is collected from your phone. This data is used to improve the quality of location services.

Preferences
12:14
3G
website requests your location.
FOR APPLICATIONS
Auto Locate
Your location will be automatically provided to applications that request it.
Geotag Photos
ON
Stores the GPS coordinates of your location when you use the camera.
Background Data Collection
ON
Allows Google to automatically collect anonymous location data to improve the quality of location services.

Turn location service providers on/off

Location Services provides access to two location service providers—GPS and Google Services. At least one of these must be turned on for Location Services to be enabled. Both of them can be turned on at the same time.

1 Open **Location Services** .

2 To turn GPS on/off, open the application menu, tap **Locate Me Using**, and tap **GPS**.

GPS, which is turned on by default, is a radio technology that uses line-of-sight communication with satellites orbiting the earth. GPS is very accurate for turn-by-turn directions and for pinpointing your location when you are outside and have a clear view of the sky.

3 To turn Google Services on/off, open the application menu, tap **Locate Me Using**, and tap **Google Services**.

Google Services uses cellular radio towers and Wi-Fi access points to approximate your location. This technology is very fast to acquire a location fix, but it is not as accurate as GPS. Certain applications, such as turn-by-turn navigation solutions, require GPS to be activated in order to work properly.

The first time you turn on Google Services you may be asked to review and accept the terms of use, and decide whether to allow anonymous data collection. Do the following:

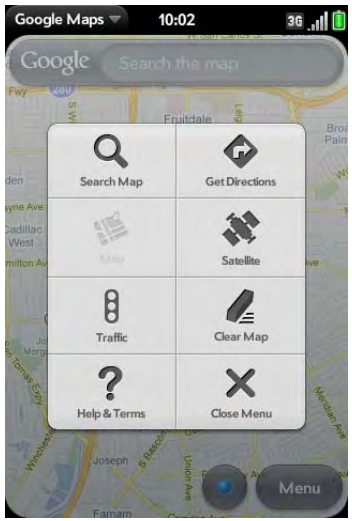
- Review the terms of use.
- If you decide not to allow anonymous data collection, tap the checkmark to remove it.
- Tap **Agree** or **Don't Agree**.

Google Maps

Google Maps will not be able to determine your location, and therefore will not work properly, unless a location service is turned on (see Turn location service providers on/off).

1 Open **Google Maps** .

2 Tap **Menu** in the lower-right corner.



In Google Maps, use these icons to do the following:

Table 1. Google maps icons

Icon	Description
	Search Map: Search for a location or service
	Get Directions: Get directions
	Map: In Satellite view, tap to return to Map view
	Satellite: View a satellite photo of the map area
	Traffic: View local traffic conditions
	Clear Map: Clear the current map
	Help & Terms: Get help
	Close Menu: Close the Google Maps menu

TIP You can search for a location in Google Maps directly from the Launcher or Card view. Start typing the address or location name and, under **Launch & Search**, tap **Google Maps**. If prompted, tap **Allow Once** to turn on Location Services. The Google Maps application opens with the closest match to your search term displayed in the map header. Tap the header to get directions to that location, or tap **Results** to see other locations that match your search term.

VZ Navigator℠

You can use VZ Navigator℠ to check weather conditions, get driving directions, and search for services.

VZ Navigator will not be able to determine your location, and therefore will not work properly, unless a location service is turned on (see Turn location service providers on/off).

Sign up for VZ Navigator℠

The first time you open VZ Navigator, you are asked to pay a monthly subscription for the service. To continue, tap **Buy** and then tap **Accept** to confirm your purchase. Review the license agreement and tap **Accept** to continue.

NOTE When you agree to buy VZ Navigator, the charge is added to your monthly Verizon Wireless bill.

Check local weather conditions

1 Open **VZ Navigator** .

2 If prompted, tap **Allow Once** to turn on **Location Services**.

3 Tap the temperature to see the local seven-day forecast. In forecast view, tap a day to see wind, precipitation, humidity, sunrise, and sunset information for that day.

Get directions

1 Open **VZ Navigator** .

2 If prompted, tap **Allow Once** to turn on **Location Services**.

3 Tap **Navigate**.

4 Enter the following information:

Destination: Enter a destination, or tap ▶ and select a destination from Recents, Favorites, Contacts, or Airports.

Start: Your current location is entered as your default starting point. Tap **Current Location** and enter a new starting point, or tap ▶ and select a starting point from Recents, Favorites, Contacts, or Airports.

Route Options: Tap to select your preferred route options.

5 Do one of the following:

- To start turn-by-turn voice navigation: Tap **Navigate**.
- To see step-by-step text directions: Tap **Preview**.

Share location information

You can use the Share feature to send location information to other phones on the Verizon Wireless network that have VZ Navigator installed. Users who receive a Shared location can view the location on a map or select to drive to the location using the audible turn-by-turn navigation.

NOTE You cannot use the Share feature to send location information to phones that are not on the Verizon Wireless network.

1 Open **VZ Navigator** .

2 If prompted, tap **Allow Once** to turn on **Location Services**.

3 Tap **Share**.

4 Tap **Share New Place**.

5 In the **To** field, enter the intended recipient's phone number.

6 (Optional) To share a location other than your current location, tap in the **Place** field and browse to a new location.

7 (Optional) Type a message in the **Message** field.

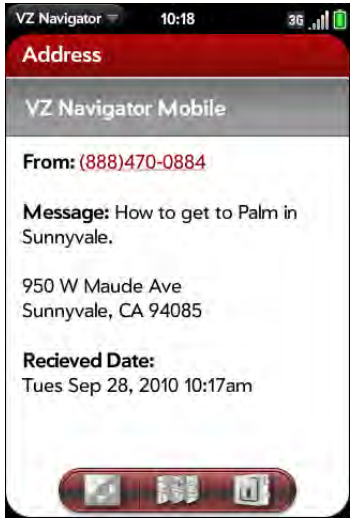
8 Tap **Send**.

Receive shared location information

You can receive shared location information sent from other phones on the Verizon Wireless network that have VZ Navigator installed. A notification is displayed at the bottom of the screen when a shared location message is received.

1 Tap at the bottom of the screen and then tap the **Vz Navigation Place Message** notification.

2 If prompted, tap **Allow Once** to turn on **Location Services**.



3 Tap any of the following:

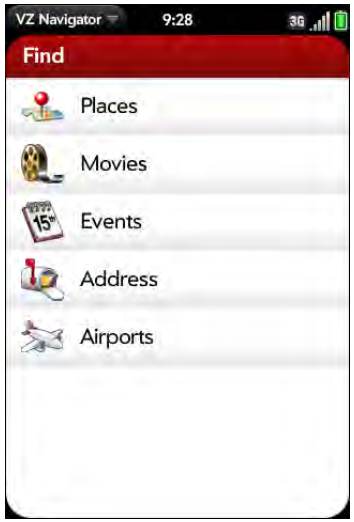
- To get turn-by-turn directions to the location: Tap .
- To view the location on a map: Tap .
- To find a new location: Tap .
- To call the sender: Tap the number and then tap .

Find a location or a service

1 Open **VZ Navigator** .

2 If prompted, tap **Allow Once** to turn on **Location Services**.

3 Tap **Find**.



4 Tap any of the following:

Places: Search for a variety of services, including hospitals, gas stations, banks, restaurants, stores, and more.

Movies: Search for movies playing near you.

Events: Search for events happening near you.

Address: Search for an address.

Airports: Search for directions to an airport.

5 (Optional) On an address details page, open the application menu and tap **Add To Favorites**, and then tap **OK**.

Sync your favorite and recently visited locations to the VZ Navigator server

You can back up your favorites and recently visited locations to the VZ Navigator server. If you transfer your phone number to a new phone on the Verizon Wireless network that also has VZ Navigator, you can use the Sync To Web feature to add your favorites and recents to your new phone.

1 Open **VZ Navigator** .

2 If prompted, tap **Allow Once** to turn on **Location Services**.

3 Open the application menu and tap **Sync To Web**.

4 Tap **OK**.

Customize VZ Navigator

1 Open **VZ Navigator** .

2 If prompted, tap **Allow Once** to turn on **Location Services**.

3 Open the application menu and tap **Preferences**. Tap to set any of the following:

Regional: Select units of measurement for distance and temperature.

Navigation: Select a mode of transportation, and then set your preferences for the kind of route VZ Navigator should design for you.

Display: Select items for the icon tray displayed on maps and for the carousel displayed on the main screen of VZ Navigator.

Audio: Select the voice that gives you turn-by-turn directions, and set whether you want to hear street names or short voice prompts.

4 To clear all your VZ Navigator information, including messages, recents, and favorites: Open the application menu, tap **Master Clear**, and tap **OK**.

Bluetooth® wireless technology

What is Bluetooth® wireless technology?

With the Bluetooth® wireless technology on your phone, you can connect to a number of Bluetooth devices, including a hands-free device such as a headset or car kit (see Set up and use a Bluetooth® hands-free device). If your computer is enabled with Bluetooth wireless technology, you may also be able to use your phone to connect your computer to the Internet (see Use your phone as a modem).

Before you can connect to another Bluetooth device, you need to pair with that device. You can either make the pairing request from your phone (see Make a pairing request to another device), or accept a pairing request from the other device (see Accept a pairing request from another device).

Turn the Bluetooth feature on/off

Do one of the following:

- Open **Bluetooth** , and tap **On** or **Off**.
- From any screen: Open the connection menu, tap **Bluetooth**, and tap **Turn on Bluetooth** or **Turn off Bluetooth**.

Make a pairing request to another device

BEFORE YOU BEGIN The other device must be discoverable in order to appear on your phone's Devices list. Check the documentation that came with the other device for information on making it discoverable.

You can make a pairing request to a Bluetooth audio device such as a headset, car kit, or A2DP (stereo Bluetooth) device.

1 Open **Bluetooth** .

TIP You can also open the Bluetooth app by opening the connection menu, tapping **Bluetooth**, and tapping **Bluetooth Preferences**.

2 Make sure Bluetooth is on (see Turn the Bluetooth feature on/off).

3 Tap **Add device**.

4 Tap the **Type** field, and tap **Audio**, **Keyboard**, or **Other** to filter the list of discoverable Bluetooth devices.

5 Tap a device name.

6 If a passkey is not required, pairing is complete when the Devices list appears. If a passkey is required, tap **Yes, allow**.

7 Do one of the following:

- An automatically generated passkey appears on the passkey screen: Check the other device screen to verify that the passkey is correct, and tap **Yes, connect** to connect.
- The screen displays a passkey generated by your phone: Enter the displayed passkey on the other device.
- The screen prompts you to enter a passkey: Check the documentation that came with the other device to see if there's a required passkey. If so, enter that passkey on your phone. If not, make up a passkey and enter it on both devices.

8 If you are pairing with a car kit that supports Contacts access, you are asked if you want to allow the car kit to access your contacts. Tap **Allow** to pass phone numbers from Contacts to your car kit.

Accept a pairing request from another device

To establish the relationship between your phone and another device, the Bluetooth app must be open, the app window must be maximized, and Bluetooth must be turned on. After you successfully establish the relationship with the other device, however, the Bluetooth app doesn't need to be open to use the Bluetooth connection, but Bluetooth must be turned on.

1 Open **Bluetooth** .

2 Make sure Bluetooth is on (see Turn the Bluetooth feature on/off).

3 Initiate a pairing from the other device.

4 When the connection request appears, tap **Yes, allow**.

5 If a passkey is not required, pairing is complete when the Devices list appears. If a passkey screen appears, do one of the following:

- An automatically generated passkey appears on the passkey screen: Check the other device screen to verify that the passkey is correct, and tap **Yes, connect** to connect.
- The screen displays a passkey generated by your phone: Enter the displayed passkey on the other device.
- The screen prompts you to enter a passkey: Check the documentation that came with the other device to see if there's a required passkey. If so, enter that passkey on your phone. If not, make up a passkey and enter it on both devices.

Connect with a paired device

After you pair with a device, you can connect to that device without having to go through the pairing process again.

1 Open **Bluetooth** .

2 Make sure Bluetooth is on (see Turn the Bluetooth feature on/off) and tap the device name.

NOTE To connect with a paired computer, you must initiate the connection from the computer. See the computer documentation for instructions.

Disconnect from a device

Disconnecting from a device does not mean you delete the relationship you created between the device and your phone. See Connect with a paired device for instructions on how to reconnect with the device.

1 Open **Bluetooth** .

2 Tap the connected device name to disconnect from it. Or tap another device name to disconnect from the current device and connect to the new device.

Delete a device

Deleting a device means you end the relationship you created between your phone and the device. This means that you will need to pair with the device again if you want to connect (see Make a pairing request to another device or Accept a pairing request from another device). If all you want to do is temporarily disconnect from a device, see Disconnect from a device.

1 Open **Bluetooth** .

2 Throw the name off the side of the screen and tap **Delete**.

Rename a device

1 Open **Bluetooth** .

2 Tap and hold the device name.

3 Enter a new name.

Use your phone as a modem

BEFORE YOU BEGIN Check with Verizon Wireless to see if your service plan supports this feature.

You can use your phone as a modem by setting up a personal area network (PAN). Using your phone as a modem lets you access the Internet from your computer anywhere you can connect to your wireless service provider's network.

1 Pair your phone and your computer. You must initiate the pairing request from your computer (see Accept a pairing request from another device).

2 After the two devices are paired, make a Bluetooth connection from your computer to your phone. You must initiate the connection from your computer.

3 To check the connection, open your computer's web browser. If the browser opens successfully to your home page, the connection is working.

TIP You can also use the Palm mobile hotspot app to turn your phone into a Wi-Fi hotspot capable of connecting up to five devices to the Internet simultaneously (see Palm mobile hotspot).

Documents

Your Palm® Pre™ 2 phone enables you to take your office with you—including your Microsoft Office files. You can view Microsoft Word, Excel®, and PowerPoint® files on your phone. You can also set up your phone to view files from online collaboration tools such as Google Docs.

You can also view and search in PDF files on your phone.

In this chapter

184 Quickoffice® mobile office software
187 PDF View

Quickoffice® mobile office software

With Quickoffice® mobile office software, you can view Microsoft Word, Excel®, and PowerPoint® files on your phone.

Register Quickoffice software

If you register Quickoffice software, you receive notifications of software updates as well features available only to users who register.

1 Open **Quickoffice**.

2 Tap **Register Now**, **Register Later**, or **Do Not Register**. If you choose to register later, the registration screen appears the next time you open the Quickoffice app.

Set up Quickoffice to access files from an online collaborative tool

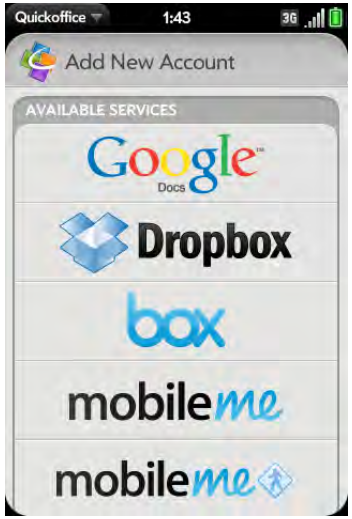
You can use the Quickoffice app to view files that are stored on your phone. You can also set up the Quickoffice app to access files in online collaborative tools such as Google Docs, Dropbox, or MobileMe. You must have an account online for the tool, and then set up the account in Quickoffice on your phone.

1 Open **Quickoffice**.

2 If the registration screen appears, select one of the registration options (see Register Quickoffice software).

3 Tap **Add New Account**.

4 Tap the account type.



5 Enter your account username and password.

6 Tap **Sign In**.

Open a file

You can view a file in an online account that you set up, files that you copy from your computer (see Copy files between your phone and your computer), or files that you receive as an email attachment (see Open email attachments). You can view files in DOC, DOCX, TXT, XLS, XLSX, PPT, and PPTX formats.

BEFORE YOU BEGIN Before you put a file on your phone, make sure you have enough storage space on your phone to fit the file. Open **Device Info** and look at the **Available** field under **Phone**.

1 Open **Quickoffice**. Any accounts you set up on your phone appear onscreen. The option **Files on my Palm** also appears.

2 Tap an account to view files in that account. Tap **Files on my Palm** to view files stored locally on your phone.

3 Tap **Documents**, **Spreadsheets**, or **Presentations** to see a list of just those file types, or tap **All Files**.

4 Tap the file.

Change the text display size in a Word document or Excel® spreadsheet

Do one of the following:

- Double-tap the screen to zoom in or out a specified amount.
- Open the application menu and tap **Zoom**. Tap the zoom level.

For slide shows, see Zoom into and pan a slide.

Save a file with a new name

1 With the file open, open the application menu and tap **Save As**.

2 Enter the new file name and tap **Save As**.

Share a file

1 With the file open, open the application menu and tap **Share**.

2 Create the email message and tap .

View cell content in a spreadsheet

You can see a larger view of the contents of any spreadsheet cell.

1 Tap the cell. The cell contents appear in a larger view at the bottom of the screen.

2 Tap the enlarged cell contents to see an even larger view. To close the larger view, tap **Done**.

Scroll rows or columns in a spreadsheet

- To scroll rows: Swipe up or down on the screen.
- To scroll columns: Swipe left or right on the screen.

Switch among sheets in a spreadsheet

1 Tap the currently displayed sheet in the upper-right corner of the screen.

2 Tap the sheet you want to jump to.

Resize columns in a spreadsheet

1 Tap and hold the column header line to the right or left of the column you want to resize.

2 Drag the column.

Switch among slides in a PowerPoint® slideshow

Do one of the following:

- To move to the next or previous slide: Drag up or down on the screen.
- To jump to a different slide: Tap the currently displayed slide in the upper-right corner of the screen. Tap the slide you want to jump to.

Zoom into and pan a slide

- To zoom in on a slide: Double-tap the slide. When a red border appears around the slide, you can pinch in or out to change the zoom level, and drag in any direction to pan the slide.
- To return the slide to normal view: Tap the header at the top of the screen.

Update Quickoffice software

You can update your Quickoffice software to make sure you have the most current version.

1 Open **Quickoffice** .

2 Open the application menu and tap **Check For Upgrades**.

You can also set a preference to receive a notification if an update is available.

1 Open **Quickoffice** .

2 Open the application menu and tap **Preferences & Accounts**.

3 Under **Notifications**, tap **On** or **Off**.

Add, edit, or delete an online account in Quickoffice

You can set up additional accounts associated with online collaborative tools such as Google Docs or Dropbox so that files from these accounts appear in Quickoffice.

1 Open **Quickoffice** .

2 Open the application menu and tap **Preferences & Accounts**.

3 Do one of the following:

- To add an online account: Tap **Add An Account**. Tap the account type, enter your username and password, and tap **Sign In**.
- To edit an existing account: Tap the account, edit the username and/or password, and tap **Sign In.**
- To delete an account: Throw the account name off the side of the screen. Tap **Delete** to confirm.

PDF View

With PDF View, you can view PDF (Adobe Acrobat) files on your phone.

Open a file

You can view a PDF file that you copy from your computer (see Copy files between your phone and your computer) or receive as an email attachment (see Open email attachments).

BEFORE YOU BEGIN Before you put a file on your phone, make sure you have enough storage space on your phone to fit the file. Open **Device Info** and look at the **Available** field under **Phone**.

1 Open **PDF View** . The list of your files appears onscreen.

2 To search for a file, begin typing the name. Tap the file when it appears.

If the PDF file was created with a password, enter the password to open the file.

3 To open another file: Open the application menu and tap **Open**. Tap the file.

TIP To move between open PDFs, tap the center of the gesture area to go to Card view. Tap the card of the PDF you want to read.

Move around in a file

- To go to the next or preceding page: Tap or .
- To jump to a different page: Tap the current page number at the bottom of the screen. Enter the page number you want and press **Enter** .
- To move a part of the current page to the center of the display: Tap and hold on the part of the page you want, and drag it to the center.

Change the text display size

- Pinch out to enlarge items onscreen.
- Pinch in to decrease the size of items onscreen.
- Double-tap the screen to zoom in or out a specified amount.

For more information on zooming in and out, see Pinch (zoom gestures).

Find text in a file

1 With a file open, open the application menu and tap **Find**.

2 Type the text you want to find, and press **Enter** or tap . The first instance of the text appears highlighted.

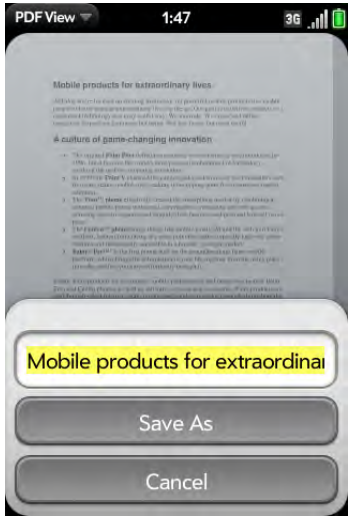
3 Do one of the following:

- To find the next instance: Tap .
- To find the preceding instance: Tap .

4 To exit search, open the application menu and tap **Find**.

Save a file with a new name

1 With the file open, open the application menu and tap **Save As**.



2 Enter the new file name and tap **Save As**.

Share a file

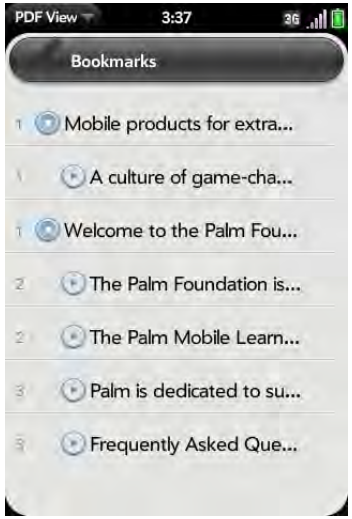
1 With the file open, open the application menu and tap **Share**.

2 Create the email message and tap .

View bookmarks

If a PDF file was created with bookmarks, you can see the bookmarks on your phone.

1 With the file open, open the application menu and tap **Bookmarks**.



2 To search for a specific bookmark, type the bookmark name.

3 Tap a bookmark to jump to that section of the file.

App Catalog

From playing games to making reservations to listening to your custom radio station, Palm App Catalog has the app you need to do what you want to do.

With categories including social networking, entertainment, finance, sports, travel, business, and more, App Catalog lets you expand the functionality of your phone in a wide variety of directions. Purchasing, downloading, and updating apps is quick and easy.

In this chapter

192 Browse applications in App Catalog
193 Download a free application
193 Buy an application
194 Manage applications
194 Update a downloaded application from a notification
194 Manually check for application updates
195 Set up a billing account
195 Update or delete a billing account

Browse applications in App Catalog

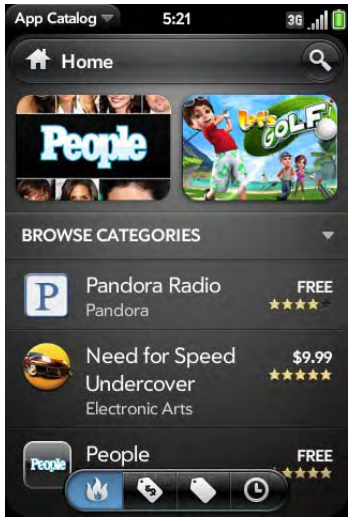
Use App Catalog to browse and download any of the many applications available for your phone. App Catalog contains both free apps and apps you can buy.

NOTE Applications you installed on your old Palm OS® by ACCESS or Windows Mobile smartphone do not work on your Pre 2 phone because your Pre 2 phone uses the new Palm® webOS™ platform. Check App Catalog for a new version of your old favorites.

1 Open **App Catalog** .

2 The first time you open App Catalog, review the terms of use and tap **Accept**.

3 Tap the icon of a featured application, or do one of the following:



- To search by name: Type in a search term, and then tap or press **Enter** . A list of apps whose name or category matches your search term appears.
- To search apps by category: Tap **Browse Categories**, and tap a category. If the category or list screen displays a category header beneath the featured app icons, tap it to view and select subcategories. If a subcategory screen contains a similar header, tap it to view further subcategories.
- To narrow your search by filtering: Tap an icon at the bottom of the screen:

Table 1. App Catalog search icons

Icon	Description
	Featured apps. This option appears on the Home screen only.
	All apps in a category. This option appears on a category or subcategory screen only.
	Top paid apps.
	Top free apps.
	New apps.

- To search within featured, paid, free, or new apps only: Tap the corresponding icon at the bottom of the screen, and then enter a search term.

4 When the app you want appears onscreen, tap the name to display app details.

5 On the app details screen, do any of the following:

- To see a larger view of a thumbnail image: Tap the image.
- To read reviews: Tap **Reviews**.
- To share info about the app with a friend: Tap **Share**, and then tap **Email** or **Text Message**.
- To go to the app developer's home page: Tap **Developer Home**.
- To go to the developer's product support page: Tap **Support** (if available).
- To view a video of the app in your phone's YouTube application: Tap the YouTube link (if available).

Download a free application

BEFORE YOU BEGIN Before you download an app, make sure you have enough storage space on your phone to fit the app. Open **Device Info** and look at the **Available** field under **Phone**.

1 Open **App Catalog** .

2 Find a free app you want (see Browse applications in App Catalog).

3 Tap the app name, and then tap **Download for free**.

4 If the application uses Location Services, a notification appears (see Location Services). Tap **Continue**.

TIP To pause a download, tap the **Downloading** progress bar. To resume downloading, tap **Download paused**.

5 To cancel a download: Tap on the **Downloading** progress bar.

6 After you download an app, tap **Tap to Launch** to open it. The app also now appears as an icon in the Launcher, so you can open it from the Launcher as well.

You can move to other screens and work in other applications while your new app downloads in the background. For example, find another app in App Catalog and start its download while the first download is finishing.

Buy an application

1 Open **App Catalog** .

2 Browse to the app you want (see Browse applications in App Catalog).

3 Tap the app name, and then tap **Download for [amount]**.

4 If the application uses Location Services, a notification appears (see Location Services). Tap **Continue**.

5 Do one of the following:

- If you have a billing account: If prompted, enter your Palm profile password to authorize the purchase, and tap **Continue**.
- If you do not have a billing account: Tap **Continue**. Enter your Palm profile password, and tap **Continue**. See Set up a billing account.

If you enter an incorrect Palm profile password three times, a message appears that explains how you can contact Palm support for help.

6 Tap **OK**.

TIP To pause a download, tap the **Downloading** progress bar. To resume downloading, tap **Download paused**.

7 To cancel a download: Tap on the **Downloading** progress bar.

8 After you download an app, tap **Tap to Launch** to open it. The app also now appears as an icon in the Launcher, so you can open it from the Launcher as well.

TIP If you delete a purchased application you can reinstall it without paying for it again (see Manage applications).

You can move to other screens and work in other applications while your new app downloads in the background. For example, find another app in App Catalog and start its download while the first download is finishing.

Manage applications

1 Open **Software Manager**.

2 Tap **Apps** to manage downloaded apps that appear in the Launcher, or tap **Other** to manage background apps and services that do not appear in the Launcher.

3 Tap an app or service name.

4 On the app details screen, do any of the following:

- To read reviews of the app: Tap **Review App** and tap a review.
- To add a review: Tap **Review App**, and then tap **Review**.
- To share info about the app: Tap **Review App**, and then tap **Share**. To send the link in an email message, tap **Email**. To send the link in a text message, tap **Text Message**.
- To report a problem with the app: Tap **Report A Problem**. Under **Problem Type**, tap **Bug** and tap the type of problem you are reporting. Enter the problem description and tap .
- To delete the app: Tap **Delete**. Tap **Delete** again to confirm.

TIP You can also delete an app by throwing it off the side of the screen from the app list, and then tapping **Delete** to confirm.

5 To reinstall a deleted application: Browse to the app (see Browse applications in App Catalog). Tap the app name and tap **Download again for free**. You do not need to buy the app again.

Update a downloaded application from a notification

When an update is available for one or more apps you downloaded, you get a notification. Tap the notification and do one of the following:

- To display details about an app and the available update: Tap the app name.
- To update one app: Tap the arrow icon to the right of the app name.
- To update all apps: Tap **Install Updates**.

Manually check for application updates

1 Open **Software Manager**.

2 Tap **Apps** to manage downloaded apps that appear in the Launcher, or tap **Other** to manage background apps and services that do not appear in the Launcher.

3 If updates are available for any of your downloaded apps or services, an arrow with a number appears in the lower-left corner of the screen. The number indicates the number of items for which updates are available. Tap the arrow.

4 Do one of the following:

- To display details about an app and the available update: Tap the app name.
- To update one app: Tap the arrow icon to the right of the app name.
- To update all apps: Tap **Install Updates**.

Set up a billing account

1 Open **App Catalog** .

2 Do one of the following:

- Tap an app you want to buy, and tap **Continue**.
- Open the application menu, tap **Preferences & Accounts**, and tap **Add Account**.

3 Enter your Palm profile password and tap **Continue**.

If you enter an incorrect Palm profile password three times, a message appears that explains how you can contact Palm support for help.

4 Tap the credit card type you want to use. Enter your credit card and billing address details, and tap **Submit**.

IMPORTANT Your credit card details are not stored on your phone. They are encrypted and stored in your Palm profile.

5 Tap **OK** to verify your email address, or tap **Change This Address** to enter a different one. Purchase receipts are sent to the address shown here.

6 In **Password is Required**, select one of the following:

Once every 4 hours: You must enter your password the first time you make a purchase. If you make any other purchases within four hours, you don't need to enter your password again. After four hours, you enter your password again for the first purchase, which starts a new four-hour clock.

Every Purchase: You must enter your password for each purchase, regardless of the time interval.

Update or delete a billing account

1 Open **App Catalog** .

2 Open the application menu and tap **Preferences & Accounts**.

3 Tap your account name.

4 Enter your Palm profile password and tap **Continue**.

If you enter an incorrect Palm profile password three times, a message appears that explains how you can contact Palm support for help.

5 Do one of the following:

- To edit the account information: Change the information as needed and tap **Submit**.
- To delete the account information from your phone: Tap **Remove Account**.

Preferences

There are lots of ways to make your Palm® Pre™ 2 phone work better for you. Personalize your phone to make it match your lifestyle.

You can easily customize many features of your phone like the wallpaper, screen brightness, ringtone for incoming calls, and more.

In this chapter

198 Backup
202 Date & Time
203 Device Info
206 Regional Settings
207 Screen & Lock
209 Sounds & Ringtones

Backup

Backup is one of the major advantages of your Palm profile. You create a Palm profile when you set up your phone.

What is a Palm profile?

Your Palm profile gives you the following benefits:

- Automatic system and software updates are sent to your phone.
- A Palm profile account is automatically created for you on your phone. In this account you can store Contacts and Calendar info that you don't store in online accounts like Google or Exchange.

NOTE You cannot access Palm profile data on the profile website. You can access the data on your phone only.

- Info stored in your Palm profile account, as well as info you have in certain applications on your phone (like Memos and Tasks), is automatically backed up to servers administered by Palm.
- If your phone is lost or stolen, open the web browser on your computer, sign in to your Palm profile on palm.com/palmprofile, and do a remote erase of the info on the phone.

NOTE If you want to erase data on your phone while you are still in possession of the phone—for example, before you give it to someone else—don't do a remote erase. Instead, do a partial or full erase of the phone itself (see Erase data and reset your phone).

To change your Palm profile information after you have set it up, see Update your Palm profile settings. To see the email address you used when you set up your Palm profile, open Device Info (see View system information).

How Backup works

Your phone backs up the contacts, calendar events, tasks, and memos that are in your Palm profile account, as well as system settings and applications you downloaded to your phone. All this information is automatically backed up daily to your Palm profile. So if you ever need to erase the info from your phone, you can restore all your backed-up info. You can turn off automatic backup, and you can also perform a manual backup.

Backup does not affect information stored in online accounts like Google. Information stored in online accounts is synchronized by the online provider at regular intervals. Information stored in Exchange is synchronized by your company's Exchange server. Backup does not back up files stored in your phone's USB drive.

What information is backed up?

All data backed up to your Palm profile is encrypted, and only you, the profile owner, can access your data. Backed-up data cannot be accessed by Palm. Data in your Palm profile account can be viewed, added to, or edited only on your phone.

IMPORTANT In the event that your phone is lost or stolen, you can go to your Palm profile on palm.com/palmprofile and from there erase the data on your phone.

The following table lists info that is and is not backed up to your Palm profile:

Table 1. Backup details

Application	Backed up	Not backed up
Accounts	Usernames for online accounts that sync, like Google.	Entries (contacts, events, messages, and so on) in online accounts Passwords for online accounts that sync, like Google.

Table 1. Backup details

Application	Backed up	Not backed up
Amazon MP3	**Nothing is backed up.** You can copy files from the AmazonMP3 folder on your phone to your computer while the phone is in USB Drive mode (see Copy files between your phone and your computer).	
App Catalog	When you sign in to your Palm profile after your phone is erased, apps you downloaded from App Catalog are downloaded again.	App settings and data stored in the app. Applications from sources other than App Catalog.
Backup	Backup setting is on by default.	
Bluetooth	**Nothing is backed up.**	
Calendar	Events in your Palm profile account. Usernames for online accounts that sync, like Google. Preferences (see Customize Calendar).	Events in online accounts. Passwords for online accounts that sync, like Google.

Table 1. Backup details

Application	Backed up	Not backed up
Contacts	Contacts in your Palm profile account. Usernames for online accounts that sync, like Google. Favorites. Linking relationships between contacts. Preferences (see Customize Contacts).	Contacts in online accounts. Passwords for online accounts that sync, like Google. Contact photos that you added by taking a photo with your phone's camera. Speed dials.
Date & Time	**Nothing is backed up.**	
Email	Usernames for your email accounts.	Passwords for your email accounts. Emails, their contents, and attachments, their sort order, and account preferences.
Excel	See entry for Quickoffice.	
Launcher	User customizations such as renamed or reordered Launcher pages (see Reorder Launcher pages or Rename a Launcher page), or reordered Launcher icons (see Reorder Launcher icons).	
Location Services	Preferences.	
Memos	All memos.	

Table 1. Backup details

Application	Backed up	Not backed up
Messaging	Usernames for IM accounts.	Message contents, passwords, attachments, and history.
Music	**Nothing is backed up.** Keep a copy of these files on your computer (see Copy files between your phone and your computer).	
PDF View	**Nothing is backed up.** Keep a copy of these files on your computer (see Copy files between your phone and your computer).	
Phone	**Nothing is backed up.**	
Photos	Usernames for online accounts that sync, like Facebook and Photobucket.	**No photos are backed up.** On your computer, keep a copy of the photos that are on your phone (see Copy files between your phone and your computer). Passwords for online accounts that sync, like Facebook and Photobucket.
PowerPoint	See entry for Quickoffice.	
Quickoffice	Usernames and passwords for your Quickoffice accounts.	Documents, spreadsheets, and presentations. Keep a copy of these files on your computer (see Copy files between your phone and your computer).
Regional Settings	**Nothing is backed up.**	
Screen & Lock	**Nothing is backed up.**	

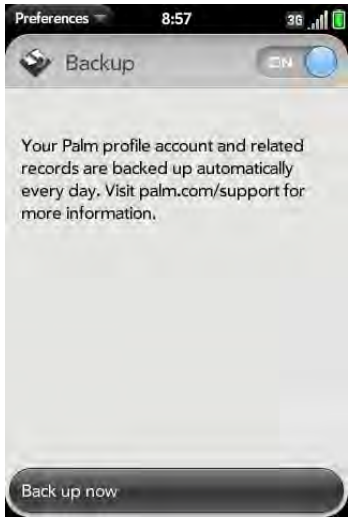
Table 1. Backup details

Application	Backed up	Not backed up
Software Manager	When you sign in to your Palm profile after your phone is erased, apps you downloaded from App Catalog are downloaded again.	App settings and data stored in the app. Applications from sources other than App Catalog.
Sounds & Ringtones	**Nothing is backed up.**	
Tasks	Tasks in your Palm profile account. Usernames for online accounts that sync, like Exchange.	Tasks in online accounts. Passwords for online accounts that sync, like Exchange.
Text Assist	**Nothing is backed up.**	
Third-party apps	Apps you downloaded are downloaded again from App Catalog.	
Videos	**Nothing is backed up.** Keep a copy of these files on your computer (see Copy files between your phone and your computer).	
VPN	**Nothing is backed up.**	
Wallpaper	**Nothing is backed up.**	
Web	Bookmarks. Browser cookies.	Downloads and web settings.
Wi-Fi	**Nothing is backed up.**	
Word	See entry for Quickoffice.	

Manually back up information to your Palm profile

Backup occurs automatically every day, but we recommend that you manually back up your information before you reset your phone or change your Palm profile settings.

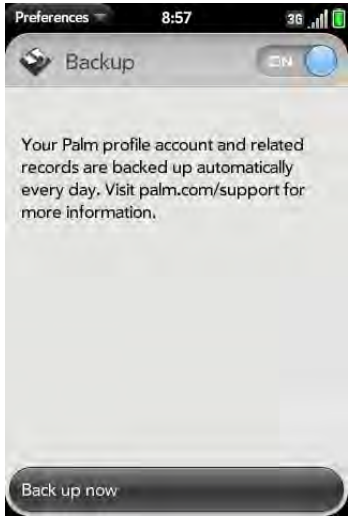
1 Open **Backup** .



2 Tap **Back up now**.

Erase Palm profile information from the server

1 Open **Backup** .



2 Do either of the following:

- To turn off automatic backup and delete backed-up information: Tap **On** to switch backup from On to Off. Tap **Turn Off And Erase Data**. This deletes all your information on the server. It does not affect the information on your phone.

TIP Open **Device Info** to delete the information on your phone (see Erase data and reset your phone).

- To turn on automatic backup if you had previously turned it off: Tap **Off** to switch Backup from Off to On.

Remotely erase Palm profile information from your phone

In the event that your phone is lost or stolen, go to your Palm profile on your computer and from there, erase the data on your phone. This does not affect the information stored in your Palm profile.

1 On your computer, go to palm.com/palmprofile.

2 Sign in using your Palm profile username and password.

3 Click **Device Info**.

4 Click **I Lost My Phone** > **Erase Device**.

Update your Palm profile settings

1 Open **Backup** .

2 Open the application menu and tap **Palm Profile**.

3 Enter your Palm profile password and tap **Sign In**.

4 Edit any of the following:

First Name/Last Name: Change the first name and/or last name associated with your Palm profile.

Email: Change the email address associated with your Palm profile. A verification email is sent to the new address. Click the link in the email to verify the new address. After you verify, the email address is changed.

Security Question/Answer: Tap the current question and tap a new one. Then tap **Answer** and enter an answer.

Change Password: Tap **Change Password**. Enter your new password and confirm it. Tap **Done**.

IMPORTANT To ensure that the data on your phone is consistent with that stored on your Palm profile, we recommend that you perform a manual backup of your data after changing any of your Palm profile settings (see Manually back up information to your Palm profile).

Date & Time

You can set your phone to adjust the date and time automatically to the local date and time wherever you are, or you can turn this feature off and enter this information manually.

1 Open **Date & Time** .

2 Set any of the following:

Time Format: Set whether to use a 12-hour or a 24-hour format.

Network time: Network time is set by the Verizon Wireless network. Tap **On** or **Off**. If you turn this option off, select the date and time. If you switch from manual time to network time, there might be a delay before the network time updates on your phone.

Network time zone: Tap **On** or **Off**. If you turn this option off, tap the city that appears onscreen. Type the name of a country or city in the time zone you want, and then tap the location.

Device Info

View system information

1 Open **Device Info** . Basic system information is displayed, such as your phone number, battery usage, and available memory. The screen also displays the email address you used when you set up your Palm profile.

2 To view more detailed system information, tap **More Info**, and tap **Software** or **Hardware**.

Rename your phone

The name you give your phone appears on any paired Bluetooth® device that has a display, such as a car kit. If you rename your phone, the name is updated automatically on the other device—you don't need to pair again.

1 Open **Device Info** .

2 Tap the **Name** field and enter the new name.

Restart your phone

If an application freezes, first try restarting your phone.

An occasional restart can be good for your phone just the way a restart can be good for your computer. Every once in a while, restart your phone.

1 Open **Device Info** .

2 Tap **Reset Options** and tap **Restart**.

NOTE If the screen does not respond to taps, press and hold **power** while you slide the **ringer switch** three times to restart your phone.

Erase data and reset your phone

If restarting your phone does not solve the problem of application freezes, you may need to reset the phone. A reset deletes some or all information from your phone (depending on the type of reset you select). After a reset, you must follow the prompts to sign in to your Palm profile again before you can use your phone.

IMPORTANT You should perform a manual backup of your data before resetting your phone (see Manually back up information to your Palm profile). After you sign in to your Palm profile again, any backed-up information is restored (see What information is backed up?).

1 Open **Device Info** .

2 Tap **Reset Options**.

Preferences
11:33
3G
Reset Options
Restart
Shuts down and restarts the phone.
Shut Down
Turns the phone and all radios off.
Erase Apps & Data
Erases applications you installed and all application settings and data.
Erase USB Drive
Erases personal files stored on the USB drive, including photos and videos you

3 Do one of the following:

- To erase all application data and settings, as well as any applications you installed from App Catalog: Tap **Erase Apps & Data** twice.
- To erase all files stored in USB drive storage, such as pictures, videos, and music: Tap **Erase USB Drive** twice.
- To erase application data and settings, apps you installed, and USB drive storage files: Tap one of the full erase options. If you want a clean erase of your currently installed apps and files but plan to continue using the phone, tap **Full Erase**. If you plan to give the phone away and you do not want your data and files to be recoverable even using a third-party tool, tap **Secure Full Erase**. This performs a complete wipe of the phone. Note that a secure full erase takes considerably longer than a "regular" full erase.

About the full erase options

In most cases, you can perform a "regular" full erase if you want to erase downloaded applications and USB drive storage files from your phone. Perform a secure full erase when you give your phone to somebody else and you don't want that person to be able to access your data.

Regardless of which full erase option you choose, all your data on the web—in your online accounts and in your Palm profile—is untouched.

After either type of full erase, you can sign in to your Palm profile either on a new webOS phone or the same phone you just erased. Signing in restores your Palm profile data and information from online accounts (see What information is backed up?), but not your stored files such as pictures, videos, and music (you must copy those again to the phone; see Copy files between your phone and your computer).

Run Quick Tests

If you are troubleshooting your device with a support agent, you can run Quick Tests to supply the agent with diagnostic information about your phone. If you need more information after running Quick Tests, you can run one or more Interactive Tests (see Run Interactive Tests).

1 Open **Device Info**.

2 Open the application menu and tap **Tests** > **Quick Tests**.

3 Work with the support agent to view and report the test results.

Run Interactive Tests

If you are troubleshooting your device with a support agent and need more information after running Quick Tests (see Run Quick Tests), you can run one or more Interactive Tests.

1 Open **Device Info**.

2 Open the application menu and tap **Tests** > **Interactive Tests**.

3 Work with the support agent to run and view results from one or more tests.

Change default applications

If you have more than one application on your phone that can perform a particular function, you can change the default application to use for that function.

In addition, if you have more than one application on your phone that can open a particular file type, you can change the default application to use for opening that file type.

1 Open **Device Info**.

2 Open the application menu and tap **Default Applications**.

3 To find data types and file types for which more than one app is available, look for app names that appear in black type.

4 Do either or both of the following:

- To change the default application to use for different functions: Under **Data Types**, tap the currently displayed application for a given data type, and tap a different application.
- To change the default application to use for different file types: Under **File Types**, tap the currently displayed application for a given file type, and tap a different application.

To override the default application setting when looking for the map location of an address: Press and hold **Option**, tap the address, and tap an application.

Use Certificate Manager

Certificates are digital documents that are used to authenticate and exchange information on networks. Certificates can be issued for a user, a device, or a service.

Install a certificate from USB drive storage

You can install a certificate that is located in the USB drive storage on your phone. For information on copying a certificate into USB drive storage, see Copy files between your phone and your computer.

1 Open **Device Info**.

2 Open the application menu and tap **Certificate Manager**.

3 Tap and tap the certificate name.

Install a certificate from an email attachment

- Open the email attachment (see Open email attachments), and then tap **Trust Certificate**.

View certificate details

You can view user-installed certificates only.

1 Open **Device Info**.

2 Open the application menu and tap **Certificate Manager**.

3 Tap the certificate name.

Delete a certificate

You can delete user-installed certificates only.

1 Open **Device Info**.

2 Open the application menu and tap **Certificate Manager**.

3 Tap the certificate and tap **Delete Certificate**.

Regional Settings

Language

You can set your phone display to any language available for the device.

1 Open **Regional Settings**.

2 Tap the language currently displayed in the **Language** field, and then tap a new language.

3 If a region list is displayed, tap the region.

4 Confirm you want to use the new language, or revert to the original language.

Your phone restarts after you select a new language. The restart does not affect your data or applications.

Formats

You can set your phone to format numbers, currency, date, and time in the style you prefer. You can select the format commonly used in your country or region, or any style you prefer.

1 Open **Regional Settings** .

2 In **Formats**, tap the country name.

3 Do one of the following:

- Begin typing the name of another country, and when it appears, tap it.
- Scroll down to find a country, and then tap it.

4 Confirm you want to change the format.

Your phone restarts after you select a new country format. The restart does not affect your data or applications.

Screen & Lock

Change screen brightness

1 Open **Screen & Lock** .

2 Under **Screen**, drag the **Brightness** slider to the preferred level.

Set the interval for turning the screen off automatically

By default, your screen turns off after one minute of inactivity to save battery power. You can change this interval.

1 Open **Screen & Lock** .

2 In **Turn off after**, tap the interval shown, and then tap the number of seconds or minutes.

Change your wallpaper

Your wallpaper is the screen background in Card view. You can customize the wallpaper to show a favorite picture.

1 Open **Screen & Lock** .

2 Tap **Change Wallpaper**.

3 Do one of the following:

- To use an existing picture as the background: Tap the album containing the picture, and tap the picture.
- To use a new picture as the background: Tap **New Photo** and take the picture.

4 (Optional) Do either or both of the following:

- To zoom out or in on a part of the picture: Pinch in or out on the picture.
- To capture the portion of the picture you want for your wallpaper: Tap and hold the picture, and then drag the portion you want to the center of the onscreen box. This portion becomes the wallpaper.

5 Tap **Set Wallpaper**.

Turn advanced gestures on/off

Turning on advanced gestures gives you two additional gestures, previous and next, and also changes the way you make the back gesture and the forward gesture in Web. Having these gestures on or off affects the way you can switch among open applications on your phone.

- Previous and next gestures: The previous and next gestures let you move among your open applications without first going to Card view. The previous gesture is a full swipe from left to right across the entire length of the gesture area. The next gesture is a full swipe from right to left across the entire length of the gesture area. Use these gestures when you have more than one app open and an app is displayed full-screen. By making

the previous and next gestures, you go from full-screen view to full-screen view of each app. The order of applications is determined by the order that you opened them or arranged them in Card view.

- Change to the back gesture and to the forward gesture in Web: The back gesture still goes from right to left in the gesture area, but you must make a shorter swipe, from the center outward. The forward gesture in Web also requires a shorter swipe.

1 Open **Screen & Lock** .

2 In **Switch Applications**, tap **On** or **Off**.

Set options for unlocking the screen

The screen locks five seconds after it turns off automatically, or immediately if you turn the screen off manually. Use Secure Unlock if you want to require a PIN or a password to unlock the screen.

TIP If your company issued your phone to you, check with your system administrator about whether the company has its own settings for locking and unlocking the screen of your phone.

1 Open **Screen & Lock** .

2 To turn Secure Unlock on: In **Secure Unlock**, tap **Off**, tap **Simple PIN** or **Password**, and do one of the following:

Simple PIN: Enter a PIN of any length. This is a PIN that you make up. Enter the PIN again to confirm, and then tap **Done**.

Password: Enter a password containing any combination of letters and numbers. Enter the password again to confirm, and then tap **Done**.

IMPORTANT Be sure to write down your PIN or password and keep it somewhere safe. If you forget your PIN or password, you need to remotely reset your phone and may lose data.

3 Tap **Lock After** to choose whether the screen locks after a designated time, or after the screen turns off.

4 To turn Secure Unlock off: In **Secure Unlock**, tap the currently displayed option (**Simple PIN** or **Password**), and then tap **Off**. Enter the PIN or password, and then tap **Done**.

Change your Secure Unlock password

1 Open **Screen & Lock** .

2 In **Secure Unlock**, tap **Change PIN** or **Change Password**.

3 Enter the old PIN/password and the new PIN/password.

4 Tap **Done**.

Get notifications when the screen is locked or off

1 Open **Screen & Lock** .

2 Under **Notifications**, tap **On** or **Off** to set whether notifications are displayed when the screen is locked.

3 Under **Notifications**, in **Blink Notifications**, tap **On** or **Off**. If blink notifications are turned on, when the screen is off, the light in the gesture area pulses when a notification arrives and continues to pulse until you tap the notification or turn on the screen. Blink notifications are on by default.

Sounds & Ringtones

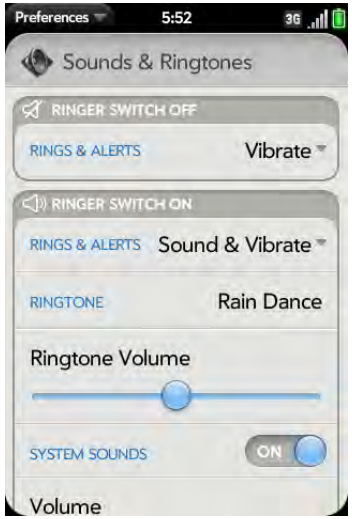
Using the ringer switch

Sliding the ringer switch off not only turns off the ringer for incoming phone calls, it also turns off system sounds like the Calendar notifications and the camera shutter click when you take a picture. The ringer switch does not affect music and video sound. By default, when the ringer switch is off, you can still hear the Clock alarm. If you want to change this setting so that turning off the ringer switch also turns off the Clock alarm sound, go to **Clock** > **Preferences**. Under **Ringer Switch Off**, change **Play alarm anyway** to **No**.

Set ringer switch settings

You can set how your phone treats system sounds and rings for incoming calls when the ringer switch is off and when it is on.

1 Open **Sounds & Ringtones** .



2 In **Ringer Switch Off** > **Rings & Alerts**, tap the currently displayed option, and then tap an option to set what happens when the ringer switch is off and a system sound or the ringer would normally play. Tap **Vibrate** to have your phone vibrate instead of playing the sound. Tap **Mute** to have nothing happen.

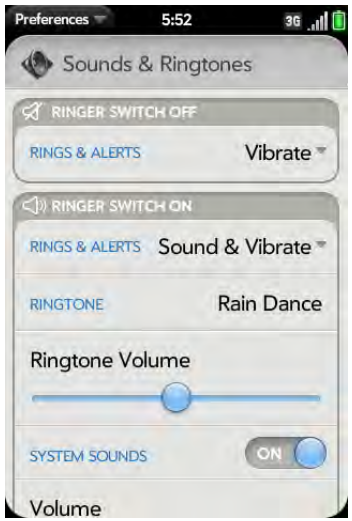
3 Under **Ringer Switch On** > **Rings & Alerts**, tap the currently displayed option, and then tap an option to set what happens when the ringer switch is on and a system sound or the ringer plays. Tap **Sound & Vibrate** to have your phone both play a sound and vibrate. Tap **Sound** to have your phone play a sound only.

Set system sound options

You can turn system sounds, such as transition sounds and notification alerts, on or off. You can also set the volume for system sounds.

System sounds are turned on by default. Your phone plays your system sound only when the ringer switch is on.

1 Open **Sounds & Ringtones** .



2 In **System Sounds**, tap **Off** to turn on system sounds for notifications, transitions, shutter click, dialing (DTMF) tones, and the like. Tap **On** to turn system sounds off.

NOTE Calendar, Email, and Messaging notification sounds are controlled separately. If you have notification sounds turned on in any of those apps (see Customize event notification sounds, Turn new email notifications on/off, and Customize messaging notifications), the sound plays even if you have System Sounds turned off. Note that the ringer switch must be on for any notification sound to play.

---

3 Drag the **Volume** slider to set the system sounds volume.

Add ringtones to your phone

You can add a file in any of the following file types as a ringtone for your phone: MP3, AAC, AAC+, AMR, QCELP, or WAV. How to use the file as a ringtone depends on the following: the file type, how you obtain the file, and whether you want to use the file as a ringtone only, or play it in the Music app.

You can obtain files to use as ringtones in any of the following ways:

- Download a ringtone from one of the many ringtone apps in App Catalog (see App Catalog).
- Download an MP3 file that you want to use as a ringtone from the Amazon MP3 app (if available on your phone) (see Amazon MP3).
- Copy a file from your computer (see Copy a ringtone to your phone).

To use an AMR or QCELP file as a ringtone, the file must be stored in the **ringtones** folder in your phone's USB drive storage. Here's how to get the file into the correct folder:

- Files downloaded from App Catalog: The file is placed in the ringtones folder automatically.
- Files copied from your computer: You must place the file in the **ringtones** folder (see Copy a ringtone to your phone).

To use a file in the **ringtones** folder as a ringtone, see Select a file from the ringtones folder as a ringtone.

For MP3, AAC, AAC+, and WAV files, you have two options:

- To use the file as a ringtone only: Place the file in the **ringtones** folder (see Copy a ringtone to your phone). If the file is already on your phone, connect your phone to your computer as described in that procedure, navigate to the file, and move the file to the **ringtones** folder. If you download a file from a ringtone app in App Catalog, it is automatically placed in the ringtones folder. To use a file in the ringtones folder as a ringtone, see Select a file from the ringtones folder as a ringtone.
- To both use the file as a ringtone and listen to the file in the Music app: Copy the file to your phone and place the file in any folder in your phone's USB drive storage except **ringtones** (see Copy files and folders using USB Drive mode). If you download an MP3 file from the Amazon MP3 app, it is automatically stored in a folder where you can both listen to it in the Music app and use it as a ringtone. To use the file as a ringtone, follow the steps in Select a song as a ringtone.

Select a file from the ringtones folder as a ringtone

The ringtone you select here applies globally to all incoming calls. You can also set a unique ringtone for a contact (see Add a ringtone to a contact).

1 Open **Sounds & Ringtones** .

2 In **Ringtone**, tap the displayed ringtone to open the list of tones. This list displays all files stored in the **ringtones** folder in your phone's USB drive storage.

3 (Optional) Tap to listen to the ringtone.

4 Tap the name of the ringtone to select it.

5 To set the ringtone volume, drag the **Ringtone Volume** slider.

TIP Adjusting the Ringtone Volume slider is the same as using the **volume** button on the side of the phone.

Select a song as a ringtone

If you have a song you listen to in the Music app, you can use that song as the ringtone for your phone.

The ringtone you select here applies globally to all incoming calls. You can also set a unique ringtone for a contact (see Add a ringtone to a contact).

1 Open **Sounds & Ringtones** .

2 Tap the displayed ringtone.

3 Tap .

4 Tap to the right of a song title to preview it. Tap the song title to add it to your list of ringtones.

5 When the list of ringtones is displayed, tap the song you added to use it as your ringtone.

6 To set the ringtone volume, drag the **Ringtone Volume** slider.

Copy a ringtone to your phone

1 Identify a file on your computer to use as a ringtone on your phone.

2 Connect your phone to your computer using the **USB cable**.

3 On your phone, tap **USB Drive**. On your computer, your phone appears as a removable drive.

4 Open **My Computer** (Windows XP), **Computer** (Windows Vista/ Windows 7), or the **Finder** (Mac), double-click the drive representing your phone, and drag and drop files to the **ringtones** folder on your phone.

5 On a Windows computer, to end the connection safely, right-click the drive representing your phone and click **Eject**. On a Mac computer, from your desktop, drag the drive representing your phone to the **Trash**. Trash changes to **Eject**.

6 Disconnect the **USB cable** from the computer when the USB Drive screen is no longer displayed on your phone.

The new file appears in the list of ringtones on your phone. You can select the new ringtone to apply to all incoming calls (see Select a file from the ringtones folder as a ringtone) or set it as a unique ringtone for a contact (see Add a ringtone to a contact).

Troubleshooting

Although we can't anticipate all the questions you might have, this chapter provides answers to some of the most commonly asked questions. For additional information and answers to other common questions, visit palm.com/support. Remember that when you search your phone's Help system, you get results not only from the Help system, but from Palm's Support Knowledge Base as well.

In this chapter

214 6Ts: Six ways to get your Palm® Pre™ 2 phone working again
216 For users of other Palm® devices
217 Palm profile
220 Battery
224 Screen and performance
226 Phone
227 Hands-free devices
228 Synchronization
230 Sending and receiving data in Email, Messaging, and Web
231 Email
231 Messaging
232 Wi-Fi
232 Web
233 Calendar and Contacts
234 Camera
234 Photos, Videos, and Music
234 Amazon MP3
235 Transferring information to and from your computer
235 Backing up and restoring data
236 Updates
237 Transferring information from another Palm® webOS™ platform phone
237 Third-party applications
237 Making room on your phone

6Ts: Six ways to get your Palm® Pre™ 2 phone working again

Introduction

Is your phone not working the way you expect it to? Has it stopped responding to taps? Is one of your applications not responding or behaving strangely?

These problems can be pretty easy to fix.

Here are six different troubleshooting methods—6Ts—that you can try, on your own, to get your phone working again.

Try each method in the order it's presented to see if it solves your problem. When the problem is solved, stop.

T1. Throw all open applications off the top of the screen

NOTE If the screen is off and you can't turn it on, or if gestures don't work, skip to T3. Triple-toggle to restart.

1 If you're working in an application that's displayed full-screen and it isn't responding, flick up from the gesture area to send the app to Card view.

2 Throw the app off the top of the screen to close it.

3 Throw any other open applications off the top of the screen to close them.

Why this might help

One or more of your open applications could be reserving so much memory that there's not enough memory left to do real work. Closing apps can free up enough memory so you can continue working.

Did this solve the problem?

- Yes: Stop.
- No: Continue.

T2. Turn your phone completely off and on

NOTE If the screen is off and you can't turn it on, or if gestures don't work, skip to T3. Triple-toggle to restart.

1 Press and hold **power** .

2 Tap **Power**, and then tap **Restart**.

TIP An occasional restart can be good for your phone just the way a restart can be good for your computer. Every once in a while, restart your phone.

Why this might help

Restarting your phone closes all applications, frees up all memory, and reinitializes wireless services (phone, Bluetooth® technology, Wi-Fi, and VPN). A fresh start.

Did this solve the problem?

- Yes: Stop.
- No: Continue.

T3. Triple-toggle to restart

1 Press and hold **power** .

2 While still holding down **power** , slide the **ringer** switch three times.

Wait a few seconds for the restart to begin.

Or try this method for restarting your phone: 3-key restart: Press and hold these keys—**Option** + **Sym** + **R**—and then release them all at once. Give this method at least ten seconds for the restart to begin.

Why this might help

A triple-toggle or 3-key restart may be effective if the screen is off and you can't turn it on, or if gestures don't work. These restarts also close all applications, free memory, and reinitialize wireless services (phone, Bluetooth® technology, Wi-Fi, and VPN).

NOTE Because open applications are forced to close immediately during this kind of restart, some unsaved data may be lost.

Did this solve the problem?

- Yes: Stop.
- No: Continue.

T4. Top off the battery

1 Connect the **USB cable** to the **AC charger** and to your phone.

2 Plug the **AC charger** into a working electric outlet.

3 Let the battery charge completely.

Why this might help

The system may have shut down because of an error reading the charge level. Fully charging the battery resets the charge value.

Did this solve the problem?

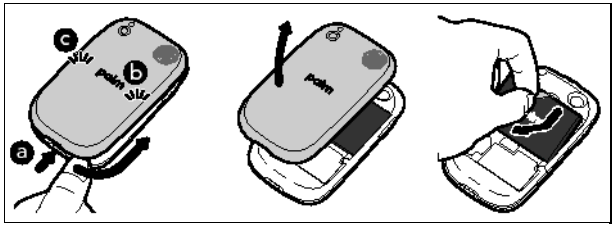
- Yes: Stop.
- No: Continue.

T5. Take out the battery

IMPORTANT This is considered a drastic measure. Don't try this method until you've already tried the four Ts before this. Because open applications are forced to close immediately during this kind of restart, some unsaved data may be lost. Taking the battery out of a phone that is not properly shut down can damage your phone.

1 Try shutting down the phone: Press and hold the **power** button. Tap **Power** > **Shut Down/Swap Battery** > **Shut Down**.

2 Whether step 1 succeeded or not, take out the battery, wait ten seconds, and then reinsert it. This causes your phone to restart.



For detailed instructions on taking out the battery, see I need to replace the battery.

Why this might help

When you disconnect the battery, your phone's internal circuitry is immediately shut down and goes into deep sleep. Reinserting the battery performs a restart and also triggers an automatic clean-up of files that weren't closed properly.

Did this solve the problem?

- Yes: Stop.
- No: Continue.

T6. Connect your phone to your computer and reinstall webOS software

IMPORTANT Don't try this method till you've already tried the five Ts before this.

1 Remove the battery. Don't know how? See I need to replace the battery.

2 Write down the serial number (S/N) printed in the battery compartment.

3 Open your computer's web browser and go to palm.com/rom.

4 Click the link to run **webOS Doctor**, enter the serial number, and follow the instructions.

Why this might help

Something may have happened to your phone that corrupted its operating system. Installing the latest version of webOS software refreshes all memory.

Want help while you use webOS Doctor? Go to palm.com/support. Select your phone and wireless service provider, and click **Support Services**. Select one of the Palm support options.

For users of other Palm® devices

I want to transfer my data from my computer

If your personal information such as contacts or calendar events are stored in a desktop organizer such as Palm® Desktop by ACCESS or Microsoft Outlook®, you can do a one-time, one-way export of that data from the desktop organizer to your Palm® Pre™ 2 phone.

Windows: You can transfer contacts, calendar events, tasks, and memos/notes from Palm Desktop software by ACCESS version 4.1.4e, 4.2, 6.2, or 6.2.2, and Microsoft Outlook 2003 or later. If your version of Palm Desktop is not one of these, download version 6.2 for free from palm.com/support.

IMPORTANT If your desktop Outlook synchronizes with an Exchange server using Microsoft Exchange ActiveSync, you cannot do a one-way export of that Outlook data to your phone. Instead, set up your Exchange account to synchronize with your phone (see How do I send and receive email on my phone?).

Mac: You can transfer contacts, calendar events, and tasks from Address Book, iCal, and Palm Desktop software by ACCESS version 6.2. If you don't have Palm Desktop version 6.2, download it for free from palm.com/support.

For information about various ways to export your data, see Copy files and sync your personal data. For more detailed information, go to palm.com/migrate-webOS.

Palm profile

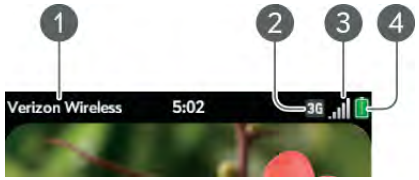
Creating your Palm profile: Is your phone ready for setup?

What is a Palm profile?

A Palm profile gives you access to services like automatic updates and backup of your data, and also identifies the location on the web where the data you store in your Palm profile account is backed up. You create a Palm profile by entering a working email address during setup of a webOS phone. Afterwards, you get an email from Palm at that address; be sure to click the link in that email to verify your profile.

BEFORE YOU BEGIN Did you remove the clear plastic screen protector? Your phone won't respond well to your taps if the protector is covering the touchscreen.

Look along the top of the screen from left to right:



Do you see:

1 The words **Verizon Wireless**?

No? Then your phone isn't activated. If you cannot activate your phone, contact Verizon Wireless for help.

2 The 3G icon?

No? Then move outside or go to a more built-up area until you see the 3G icon. If you see a white triangle, you're roaming, and setup won't work. Move to a location where you are within coverage of the Verizon Wireless network. Setup takes longer when your phone has a 2G connection.

3 At least three signal-strength bars showing white (not gray)?

No? Then move to a location where you get a stronger signal from the Verizon Wireless network. You can't use a Wi-Fi connection to create your Palm profile.

4 A battery icon that is green or at least one-third white?

No? Then charge your phone: Plug the USB cable into the AC charger, plug the charger into an electric outlet, and plug the cable into your phone. Charge the phone for at least one hour.

If you answered Yes to all these questions and still can't set up your profile, read the next sections.

Creating your Palm profile: Are you trying to use a profile from another phone?

When you set up your phone, did you tap **Sign In To My Profile** on the Palm Profile screen? Tap the **Sign In To My Profile** button only if you can answer Yes to all these questions:

- Did you create a valid Palm profile on another webOS phone in the past?
- Do you want to use that same Palm profile again on your new webOS phone?

If you answered No to those questions, do this:

- Make the back gesture—a quick swipe from right to left in the gesture area of your phone—until you see the Palm Profile screen again. Then tap **Create New Profile**.

Verizon Wireless
5:46
Palm Profile
A Palm profile is key to access critical Palm services.
Create a new profile or sign into an existing profile now.
Sign In To My Profile
Create New Profile
Tell Me More

If you answered Yes to the questions, do this:

- If you forgot the profile password, tap **Forgot Password**. Enter the answer to your security question and tap **Done**. Create a new password and tap **Done**.

If that doesn't work, do this:

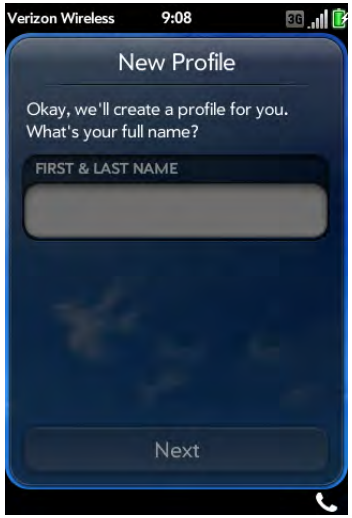
- Contact Palm Support for help on setting up your old profile on your new phone.

Creating your Palm profile: Are you having trouble creating a new profile?

To create a profile, do the following:

1 During setup, tap **Create New Profile**.

2 Tap the field labeled **First & Last Name** and enter your first and last name. Tap **Next**.



3 Create a password for your profile. It must be between 6 and 20 characters long. You must enter it exactly the same way in the **Password** and **Re-enter Password** fields. Tap **Next**.

Verizon Wireless
9:09
Enter A Password
Enter a new password between 6 and 20 characters to securely backup and restore your data and use other Palm services.
PASSWORD
RE-ENTER PASSWORD
Next

4 Enter a valid email address. Do the following:

Verizon Wireless
9:10
Email Address
Enter an email address for your Palm profile. You'll use it for verification purposes, App Catalog transaction receipts, and more.
EMAIL ADDRESS
RE-ENTER EMAIL ADDRESS
Next

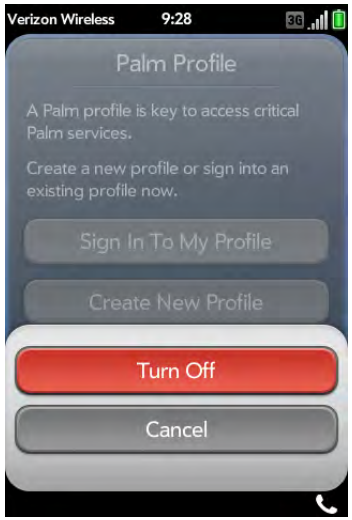
- Enter the full address, for example: yourname@emailaccount.com.
- Enter the address accurately, with an @ sign and a period, and the appropriate domain type at the end (com, net, and so on).
- Enter the exact password you use to access this email account.

Creating your Palm profile: Unable to complete? Try this

Restart your phone and begin again by doing this:

1 Press and hold the **power** button until you see two buttons—**Turn Off** and **Cancel**.

2 Tap **Turn Off**. Wait for the phone to shut down completely.


Verizon Wireless
9:28
Palm Profile
A Palm profile is key to access critical Palm services.
Create a new profile or sign into an existing profile now.
Sign In To My Profile
Create New Profile
Turn Off
Cancel

3 Press and hold the **power** button and begin setup again.

If you are unable to create a profile, call Palm Support and find out the status of the Palm Profile server. There may be a temporary outage affecting your area.

Having trouble logging in to your Palm profile?

Remember, to log in to a webOS Palm profile, you must enter the same email address and password you used to create the profile.

TIP After you create your Palm profile, you get an email from Palm at the address you used to create the profile. Click the link in the email message to verify your profile.

If you verified your profile when you created it, do this:

1. On your computer, go to palm.com/support, select your phone and your wireless service provider, and then click **Manage Palm Profile**.
2. Click **Forgot password?**
3. Enter the email address you used to create your Palm profile and click **Next**.
4. Enter the answer to your security question and click **Next**.
5. Enter your new password twice.
6. (Optional) Click **Change Security Question**, select a security question, and enter your answer.
7. Click **Reset Password**.

If you never verified your profile or didn't create a security question, the process is a little different. Do this:

1. On your computer, go to palm.com/support, select your phone and your wireless service provider, and then click **Manage Palm Profile**.
2. Click **Forgot password?**
3. Enter the email address you used to create your Palm profile and click **Next**.
4. Type the text you see in the white box and click **Send Email**.
5. Open your email program on your computer, and open the email from Palm with the subject **How to reset your security information**.
6. Click the link in the email.
7. Enter your new password twice.
8. (Optional) Click **Change Security Question**, select a security question, and enter your answer.
9. Click **Reset Password**.

If that doesn't work, or if you can't remember your security question and answer, contact Palm Support for help on gaining access to your profile.

Battery

WARNING Use only batteries and chargers that are approved by Palm with your phone. Failure to use a battery or charger approved by Palm may increase the risk that your phone will overheat, catch fire, or explode, resulting in property damage, serious bodily injury, or death. Use of unapproved third-party power supply accessories may damage the device and void the Limited Warranty for the product.

I can't charge the battery

- If you're using a new battery or a new charger, make sure the battery and charger are approved by Palm for use with your phone. Failure to use an approved battery or charger may prevent your phone from turning on or being charged.
- Try charging the battery from a different electrical outlet.

- If you're using an existing, approved battery, the battery may have reached the end of its useful life and needs to be replaced. See I need to replace the battery for details.

I need to replace the battery

Your Pre 2 phone comes with a replaceable battery. Be sure to use a battery that is approved by Palm that is compatible with your phone. Failure to use the proper battery may result in personal injury or product damage, and it voids your phone warranty.

NOTE Please dispose of the old battery properly. See Recycling and Disposal.

1 If the **USB cable** is attached to the phone, disconnect the USB cable.

2 If a wired headset is attached to the phone, disconnect the headset.

3 Turn the phone completely off (see Shut down your phone).

4 Press and release the **back cover release**.

5 Slide your thumbnail or a credit card between the back cover and the phone, starting at the bottom and moving halfway up one side until you hear the clasp (a) release.

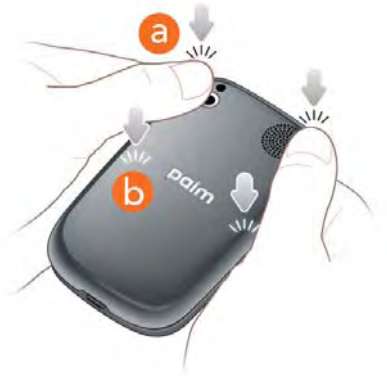
6 Repeat step 5 to release the clasp (b) on the other side of the phone.

7 Lift off the back cover.

8 Remove the **battery** by pulling the tab that appears at the top of the battery.

9 Insert the new **battery**.

10 Position the back cover over the phone and gently press the two clasps (a), located at the top corners. Then press the two clasps (b) halfway down either side of the phone.



11 Slide out the keyboard (see Slide out the keyboard), and then press the two clasps (c) at the bottom corners.

12 Press and hold the **power** button on the upper-right corner of your phone until you see a logo on the screen (approximately five seconds). Then wait until your phone completes setup.

TIP If your phone does not turn on after you insert the battery and press and hold **power**, you may need to charge the battery (see Charge the battery).

I can't get my screen to turn on after removing and replacing the battery

Removing the battery turns off your phone completely, so you can't just slide out the keyboard or press **power** to turn on the screen. Instead, press and hold **power** until you see a logo on the screen (approximately five seconds). Then wait until your phone completes setup.

TIP If your phone does not turn on after you press and hold **power**, you need to connect your phone to the AC charger to charge it (see Charge the battery).

I can't get the back cover off

1 If the **USB cable** is attached to the phone, disconnect the USB cable.

2 If a wired headset is attached to the phone, disconnect the headset.

3 If you are removing the cover to replace the battery, turn the phone completely off (see Shut down your phone).

4 Press and release the **back cover release**.

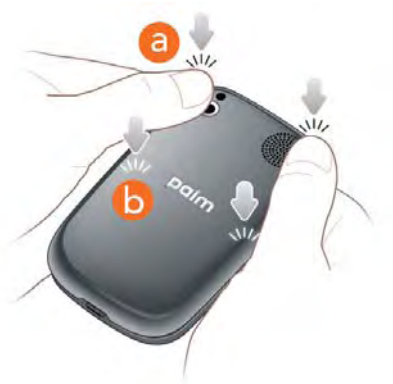
5 Slide your thumbnail or a credit card between the back cover and the phone, starting at the bottom and moving halfway up one side until you hear the clasp (a) release.

6 Repeat step 5 to release the clasp (b) on the other side of the phone.

7 Lift off the back cover.

I can't get the back cover on

1 Position the back cover over the phone and gently press the two clasps (a), located at the top corners. Then press the two clasps (b) halfway down either side of the phone.



2 Slide out the keyboard (see Slide out the keyboard), and then press the two clasps (c) at the bottom corners.

3 If you removed and reinserted or replaced the battery when the back cover was off, you need to turn the phone back on: Press and hold **power** on the upper-right corner of your phone until you see the Palm logo on the screen (approximately five seconds). Then wait until your phone completes startup.

TIP If your phone does not turn on after you insert the battery and press and hold **power**, you need to charge the battery (see Charge the battery).

Screen and performance

The screen appears blank

If you hold the phone up to your ear while on a call, the screen goes dark. This is normal behavior. It prevents your accidentally tapping an item on the screen and saves battery power. When you take the phone away from your ear, the screen automatically turns back on, ready for use. If the screen doesn't turn on fast enough for you, tap the screen to wake it up.

The same behavior occurs anytime you're on a call and the phone screen is placed near another surface. The screen turns on automatically (if the phone is still on) when you move the phone away from the other surface.

When the phone is on and idle, the screen first dims and then turns off. This also is normal behavior, caused by the auto shut-off interval. You can adjust this auto shut-off interval to be as long as three minutes (see Set the interval for turning the screen off automatically). At first, the screen dims as a power-saving measure. Just tap the screen to brighten it. Then, if your phone remains inactive for the full interval you set, the screen turns itself off. Press **power** to turn the screen back on.

If you have inserted or replaced the battery, you need to press and hold **power** until you see the Palm logo on the screen. Otherwise, follow these steps in sequence if you can't turn the screen back on:

1 Make sure you have removed the protective cover that came attached to your phone screen.

2 Make sure that there are no stickers covering any part of the front of the phone.

3 To brighten the screen if it has dimmed, tap the screen.

4 To turn on the screen, do one of the following:

- Press **power** . Drag up to unlock the screen.
- Slide out the keyboard.
- If the keyboard is out, press any key.

5 Look closely at the screen. If the display appears but is faint, try adjusting the screen brightness (see Change screen brightness).

6 If the problem persists, connect your phone to the **AC charger** (see Charge the battery). If you see a faint display, try to restart your phone (see Restart your phone).

7 If you don't see a display or the screen doesn't respond to taps, press and hold **power** and slide the **ringer** switch three times to restart your phone. It may take a few minutes for your phone to complete startup.

An application is not responding to taps

1 Tap the center of the gesture area. If the application screen minimizes to a card, throw the card off the top of the screen to close the app.

2 If the screen does not respond to taps at all, press and hold **power** and slide the **ringer** switch three times to restart your phone. Then wait until your phone completes startup.

3 If this does not solve the problem, see 6Ts: Six ways to get your Palm® Pre™ 2 phone working again for additional steps to try.

Applications are running slowly

NOTE Be sure that any third-party applications you install are compatible with the Palm® webOS™ platform. Applications written for earlier Palm smartphones using the Palm OS® by ACCESS operating system or Windows Mobile are not compatible with your Pre 2 phone. If you can try a free version of the software before purchasing it, you can test it first to make sure it works properly.

1 Tap the center of the gesture area to display Card view.

2 Scroll through the cards and note how many applications are open.

3 Close any application you are not using by throwing its card off the top of the screen.

If the problem persists after you close apps you are not using, restart your phone (see Restart your phone). If this does not solve the problem, see 6Ts: Six ways to get your Palm® Pre™ 2 phone working again for additional steps to try.

My gestures in the gesture area aren't working

- Some gestures begin in the gesture area and end in the touchscreen, and vice versa. Crossing the border between the two areas with your finger is crucial to making the gesture successfully. Likewise, the drag gesture for opening a menu begins at the top of the phone, above the screen, and crosses down onto the screen.

* Gesture area

- If you cannot make the back gesture, check to see if you have the next/previous app gestures turned on (see Turn advanced gestures on/off). If so, you need to make a short swipe left for the back gesture, and a full swipe right or left for the next or previous open app.
- Likewise, you can't use the next/previous app gestures unless you turn them on (see Turn advanced gestures on/off).

There are small icons in the lower-right corner of the screen

Those icons represent notifications that you have not opened or dismissed. For most types of notifications, if you do not tap a notification after a few seconds, it becomes an icon in the lower-right portion of the screen. If you see one or more icons, tap anywhere on the bottom of the screen to display your notifications.

Phone

Signal strength is weak

Become familiar with low coverage areas where you live, commute, work, and play. Then you know when to expect signal-strength issues.

- If you're standing, move about 10 feet (3 meters) in any direction.
- In a building, move near a window. Open any metal blinds.
- In a building, move outdoors or to a more open area.
- Outdoors, move away from large buildings, trees, or electrical wires.
- In a vehicle, move your phone so that it's level with a window.

My phone doesn't connect to the mobile network

- Try the suggestions in Signal strength is weak for weak signals.
- Turn off your phone and turn it on again by turning airplane mode on and off (see Turn the phone on/off).
- Restart your phone (see Restart your phone).

I see five bars in the signal-strength icon, but I still can't connect to the network

The **signal-strength** icon always displays five bars. Your signal strength is indicated by the number of bars that are shaded white. If most or all of the bars are gray, you are in an area of weak or no coverage.

The person on the other end of the line hears an echo

- Try decreasing the volume on your phone—whether you are using the speaker or the earpiece—to avoid coupling or feedback on the other person's end.
- Position the earpiece closer to your ear to prevent sound leaking back into the microphone.
- If you're using the speakerphone feature with your phone lying on a flat surface, try turning the phone face down (screen facing the surface).

I hear my own voice echo

Ask the person on the other end of the call to turn down the volume on his or her phone or to hold the phone closer to his or her ear.

My voice is too quiet on the other end

- Be sure to position the microphone, which is on the lower-left side of the gesture area, close to your mouth. Make sure you are not covering the microphone with your cheek or chin.
- Check the **signal-strength** icon. If the signal is weak, try to find an area with better coverage (see Signal strength is weak).

I hear static or interference

Check the **signal-strength** icon. If the signal is weak, try to find an area with better coverage (see Signal strength is weak).

If you're using a hands-free device enabled with Bluetooth® wireless technology, try the following:

- Move your phone closer to the hands-free device. Audio quality degrades as the distance between your phone and the hands-free device increases. The effective range for a hands-free device varies among manufacturers.
- Confirm that no obstructions, including your body, are between the phone and your hands-free device. For example, move your phone to the same side of your body as your hands-free device.

My phone seems to turn off by itself

Your phone has a power-saving feature that's set to turn off the screen if it has been idle for one minute. You can change the auto-shut off interval (see Set the interval for turning the screen off automatically).

If you restart your phone, wireless services, such as Wi-Fi and Bluetooth, are automatically turned on if they were on before the restart. However, if the phone can't determine if a wireless service was on before the restart, that service does not automatically turn on (see Turn the phone on/off).

If the problem persists and you're using third-party applications, see Third-party applications for additional suggestions.

Hands-free devices

I can't make or receive calls using a Bluetooth® hands-free device

Verify all of the following:

- The Bluetooth feature is turned on (see Turn the Bluetooth feature on/off).
- Your Bluetooth hands-free device is charged and turned on.
- Your phone is paired with your hands-free device, and the hands-free device appears in the **Devices** list (see Connect with a paired device).
- Your phone is within range of the hands-free device. Bluetooth range is up to 30 feet (10 meters) in optimum environmental conditions, which include the absence of obstacles, radio interference from nearby electronic equipment, and other factors.
- You are away from other devices using the 2.4GHz radio frequency, such as cordless phones and microwaves. If this is impossible, move the phone closer to the hands-free device.
- The hands-free device is compatible with your phone. Go to palm.com/support to see a list of supported devices.

I lost the connection between my phone and my Bluetooth headset

If your headset isn't working, delete the existing pairing (see Delete a device) and create a new one (see Set up and use a Bluetooth® hands-free device).

I hear static or interference when using my hands-free device

- Try moving your phone closer to the hands-free device. Audio quality degrades as the distance between your phone and the hands-free device increases. The effective range for a hands-free device varies among manufacturers.
- Confirm that no obstructions, including your body, are between the phone and your hands-free device.
- Move to a quieter location to reduce environmental noise.

Some features of my hands-free device don't work with my phone

- Check the compatibility list at palm.com/support to ensure that your device is compatible with your Pre 2 phone.
- Not all hands-free features work with every hands-free device. Check the documentation that came with your hands-free device or the manufacturer's website for feature-compatibility information specific to your device.

Synchronization

What is synchronization?

You can set up a relationship to wirelessly sync data including contacts, calendar events, and email with selected online accounts—for example, Google or Exchange (sometimes called EAS—check to see if your company supports this). You must first create an online account with an online account provider before you can set it up on your phone.

Sync means that if you enter, change, or delete information in one location, the change automatically shows up in the other location. So if you enter a Google contact in the Contacts application on your phone, the contact appears in your online Google contacts—no need to enter it twice.

How do I set up synchronization with an online account?

You can set up online account synchronization in the Accounts app, or in individual apps on your phone:

The Accounts app: Setting up an online account in the Accounts app lets you specify the apps that should download data from that account. So, for example, you could set up your Google account to download contacts and email info, but not calendar events. See Manage online accounts for details.

Individual applications: The first time you open Email, Contacts, or Calendar, you are given the option to enter settings for one or more online accounts (see Set up email, Use Contacts for the first time, or Use Calendar for the first time). For any account, you specify the apps that should download data from that account. So, for example, you could set up your Google account to download contacts and email info, but not calendar events.

You can add additional accounts at any time using the preferences in any of these applications (see Set email preferences, Customize Contacts, or Customize Calendar).

You can also set up the Messaging application to work with an online instant messaging (IM) account (see Set up an instant messaging (IM) account), and the Photos application to work with an online pictures account such as Facebook or Photobucket (see Set up an online pictures account on your phone).

See Online accounts available for Palm® webOS™ phones for the current list of default online accounts that synchronize your info and those that do a one-way transfer of info either from the web to your phone, or from your phone to the web.

NOTE If you are setting up your phone for the first time and uploading a large number of contacts or calendar events to an online account from your phone, you may not see all your data in the account online right away. Some online account providers such as Google set limits on the amount of data that a user can import in a given time frame. Also, if you have many years' worth of data or thousands of entries in an online account, you may want to review the data and reduce the number of entries before setting up the account on your phone. Filling your phone memory with a large number of account entries can affect performance.

I don't want to sync calendar or contact information with my online account—just email

For most online account providers that sync with more than one app—for example, Google—if you do not want to sync an application with that provider's online account, you can remove that application from the account using the Accounts application. The online account continues to sync with any other related applications.

1 Open **Accounts** .

2 Tap the account name.

3 To change which applications are associated with the account: For each app listed, tap **On** or **Off**.

You can also remove an application from online account sync from within the application itself:

IMPORTANT You cannot remove individual Exchange account applications. If you remove your Exchange account from one application, sync stops with all your Exchange apps.

1 Open the application.

2 Open the application menu and tap **Preferences & Accounts**.

3 Tap the account name.

4 Tap **Remove Account**, and then tap **Remove [app name] Account**.

I want to sync with Outlook or Palm® Desktop by ACCESS software on my computer

By default, your Pre 2 phone does not support synchronization with Palm Desktop by ACCESS or Outlook on your desktop computer. Your Pre 2 phone, however, gives you options for synchronization without a cable. You can sync with online services that Palm has partnered with so that you can store and sync your info in online accounts. You can access your data even when you are not able to make a connection to the web because your data is stored on your phone.

If you have data from a Palm smartphone in Outlook or Palm Desktop by ACCESS, you can do a one-way transfer of the data from the desktop application to your phone (see Export data from a desktop organizer on your computer). You can assign this data to sync with an online account. You can also assign it to the Palm profile account. Data in this account is backed up to your Palm profile daily, so you can retrieve it if you need to reset your phone. But it is not a true sync because you cannot change your Palm profile data anywhere except on your phone.

If your desktop Outlook synchronizes with an Exchange server using Microsoft Exchange ActiveSync, you cannot do a one-way export of that Outlook data to your phone. However, you can synchronize the Outlook data wirelessly with your phone through your Exchange account.

TIP A number of third-party applications (sold separately) are available that let you synchronize data on your Pre 2 phone with a desktop application. Visit palm.com/sync-solutions to learn more.

I have an Exchange account at work, but my data is not being downloaded to my phone

Check with your system administrator to obtain or verify the name of the mail server that offers you wireless access to the corporate mail system. If you cannot obtain the name of this server (some companies do not give it out because they do not want wireless access to their servers), you cannot synchronize with your Exchange account.

If your company requires you to change your password for accessing your Exchange account, you must change the password on your phone (see Change account login settings).

I entered the settings to sync with Exchange, but I can't synchronize with my company's Exchange server

Check with your system administrator to find out if a systemwide locking policy is in place.

A notification tells me that ActiveSync encountered a problem on the server

There is a temporary problem with the server, or the server may be temporarily overloaded. Try again later, and if the problem persists, contact your system administrator.

A notification tells me that there is not enough free memory to synchronize

1 Tap the center of the gesture area to display Card view.

2 Scroll through the cards and note how many applications are open.

3 Close any application you are not using by throwing its card off the top of the screen.

If the problem persists, see Making room on your phone for other suggestions.

A notification tells me that the server could not be reached

Make sure your phone is connected either to the Verizon Wireless network or to a Wi-Fi network (see Icons in the title bar).

If you have a network connection and receive this notification, it means your phone had to wait too long to connect to the Exchange server. The connection may have been lost, the server may be temporarily overloaded, or the server may have encountered an internal error. Check your Exchange server name and proxy server settings (see Set up email: Microsoft Exchange), and try again later.

A notification tells me that ActiveSync encountered a problem with [item type] [item name]

There was an error while synchronizing a single item. This error can usually be corrected only by deleting the item that caused the error. If you sync again to see if the error persists, be aware that items causing this type of error are skipped and do not show up again.

Sending and receiving data in Email, Messaging, and Web

I can't tell if data services are available

The following icons appear in the title bar to indicate whether data services are available. If you don't see one of these icons, you cannot open a data connection:

KEY TERM 1x (single-carrier [1x] radio transmission technology): Also 1xRTT. A wireless technology that can provide fast data transfer and Internet access, with average speeds of 60-to-80Kbps and bursts of up to 144Kbps.

KEY TERM 3G (EvDO) (Evolution Data Optimized): One of the third-generation (3G) mobile phone technologies that is designed for very high-speed data transfer, with average download speeds of 400-to-600Kbps, and capable of reaching download speeds up to 3.2Mbps and upload speeds up to 1.8Mbps.

Table 1. Data connection icons

Icon	Description
	Your phone is connected to a 1x data network and data is being transmitted over the network.
	Your phone is connected to a 1x data network. Data is not currently being transmitted over the network.
	Your phone is connected to a 3G (EvDO) data network and data is being transmitted over the network.
	Your phone is connected to a 3G (EvDO) data network. Data is not currently being transmitted over the network.
	Your phone is connected to a Wi-Fi network. You can open a data connection.

Email

I have problems using my account

Occasionally you may experience problems using an email account after you set it up. If you followed the account setup procedure (see Set up email) and are experiencing problems using the account, verify that the account complies with your email provider's requirements:

- Verify both your password and your username for your email account.
- If you changed your password in an online email account, you must change the password on your phone (see Change account login settings).
- Make sure your ISP or wireless service provider allows you to access email on a phone. (Some providers do not offer this option at all; other providers require an upgrade for you to access email on a phone.)
- Email provider settings may change. If your email account was working but you are currently experiencing problems, check with your email provider to find out whether any of the account settings have changed.

I have problems sending and receiving email

- Make sure your phone is on and that your data connection to your mail server or email service provider has not been interrupted (see Turn the phone on/off).
- Short periods of time when email is unavailable are common, due to server problems or poor wireless coverage. If you have problems sending or receiving mail for an extended period of time, check with your ISP or email service provider to verify that the service is working properly, and check with Verizon Wireless for outage information in your area.

I have problems sending email (IMAP and POP accounts)

If you are able to receive email messages but cannot send them, try the following:

- Turn on authentication (see Set up email when automatic setup fails). Many service providers require authenticated access, or ESMTP, to use their SMTP servers for outgoing mail.
- Enter the name of a different outgoing mail server for sending mail (see Set up email when automatic setup fails). Many ISPs, such as cable companies, require that you have an Internet connection to their network to send email through their servers. In this case, you can almost always receive email from these accounts, but if you want to send email, you must send it through another server. Check with your email service provider for the correct outgoing mail server name.

After I receive messages, older messages disappear from my Inbox

When email sync takes place, by default, the last three days' worth of email messages is downloaded from your mail server to your Inbox. All messages older than three days are removed from your Inbox; they are not deleted on the server, however.

You can change the setting to download only one or two days' worth of messages. If you select one of these options, any messages older than one or two days are deleted from your Inbox. You can also change the setting to download all messages regardless of the date, in which case all messages continue to appear in your Inbox (see Enter advanced account settings).

Messaging

I can't send or receive text or multimedia messages

- Make sure that your phone is on (see Turn the phone on/off).

- For multimedia messages, do the following:
  - Contact Verizon Wireless to verify that your plan includes messaging services, that these services have been correctly activated on your phone, and that they are available at your location. (Verizon Wireless should be able to tell you if messaging services have been experiencing transmission delays.)
  - Check to see if you have data services enabled. Open **Phone**, open the application menu, and tap **Preference & Accounts**. Under **Network**, make sure **Data Usage** is set to **On**.
  - If you are in roaming coverage, check to see if you have data roaming enabled. Open **Phone**, open the application menu, and tap **Preferences & Accounts**. Under **Network**, tap **Data Roaming** and tap **Enabled**.
- If possible, contact the recipient of the message, and make sure the receiving device can handle the type of message you're sending.
- If a message arrives but does not display a notification, restart your phone (see Restart your phone).

Wi-Fi

I am trying to connect my phone to my Wi-Fi network and need to find the phone's MAC address

Open **Device Info**, tap **More Info**, and tap **Hardware**. Under **Phone**, the number listed to the right of **Wi-Fi** is your phone's MAC address.

Web

My phone won't connect to the Internet

Your phone supports 3G (EvDO), 1xRTT, and Wi-Fi wireless data networks. To connect to the Internet, you must either subscribe to data services with Verizon Wireless or be within range of a Wi-Fi network.

- You cannot connect to the Internet over the Verizon Wireless network while you are on a call. To connect to the Internet while you are on a call, connect to a Wi-Fi network
- Check to see if you have data services enabled. Open **Phone**, open the application menu, and tap **Preferences & Accounts**. Under **Network**, make sure **Data Usage** is set to **On**.
- If you are in roaming coverage, check to see if you have data roaming enabled. Open **Phone**, open the application menu, and tap **Preferences & Accounts**. Under **Network**, tap **Data Roaming**, and tap **Enabled**. Note that additional charges may apply if you enable data roaming.
- Turn off your phone and turn it on again (see Turn the phone on/off).
- Restart your phone (see Restart your phone).
- Contact Verizon Wireless to verify that your data plan has been correctly activated. Verizon Wireless should also be able to tell you if there are any outages in your location.

I can't access a page

1 Make sure you have Internet access:

- Open **Web** and try to view a web page you've loaded before.
- To ensure that you're viewing the page directly from the Internet, tap .
- After confirming your Internet connection, try to view the page again. If it comes up blank, tap .

- If you're still having trouble, the page may contain elements that are not supported by the browser, such as Shockwave, VBScript, WML script, and other plug-ins.

2 Some websites redirect simple web addresses given to the public to actual web addresses that are more complex (for example, if you enter the address www.palm.com/support, it may actually go to the web address http://www.palm.com/us/support. If your phone's browser can't follow the redirect, enter the web address in a desktop browser and read the actual web address in the address bar. Then enter the actual address in your phone's browser.

An image or map is too small on my screen

Do either of the following:

- To switch to landscape mode to see more of the image, turn the phone on its side.
- To zoom in on the image, pinch out or double-tap the image.

A secure site refuses to permit a transaction

Some websites don't support certain browsers for transactions. Contact the site's webmaster to make sure the site allows transactions using your phone's web browser.

Calendar and Contacts

I haven't entered any contacts or calendar events on my phone, but when I open those apps, I see entries

The entries you see displayed in Calendar or Contacts have been downloaded to your phone from one of your online accounts such as Google or Exchange. In the Accounts application, as well as in Email, Calendar, or Contacts, you can set up a relationship to wirelessly sync data with one of these accounts. When you do so, you specify the apps that should download data from that account. So, for example, you could set up your Google account in Email, and choose whether to also download contacts and calendar events. If you choose to download Google calendar info, your phone's calendar automatically displays events entered in your Google calendar—even though you haven't opened the app yet.

You can remove an online account from an application so that that app no longer syncs with that account (see Use the Accounts application to edit or delete an online account, Delete an online account from Contacts, Delete an online account from Calendar, or Delete an email account).

My personal and work contact and calendar information is getting merged into a single view—I'd rather keep them separate

The Palm® Synergy™ feature on your phone displays information from several sources in a single view, so you can access your info quickly, without having to remember where you stored it. Even though the information is visible in one view, the sources of that information are kept separate.

In Calendar, to see events from just one calendar, tap the word **All** in the upper-right corner of the screen and pick the account you want to see (see Change the Calendar display).

In Contacts, the list view shows all contacts from all accounts. You can, however, see what data comes from which account by opening the contact and tapping **Edit**. If you want to unlink contacts, see Unlink a contact.

You can also keep inbox views separate in Email: Turn off the smart folder for All Inboxes (see Set email preferences), then make the inboxes of your individual accounts favorites so that they're always easy to see in Account List view (see Add an email folder as a favorite).

I started entering a contact's name in Card view or the Launcher, but I'm not seeing the person in the results

- With Just Type, you need to enter at least two letters before contact matches are returned.
- You may need to scroll down the list to find the match you want.
- If you still don't see the match you want, try typing a few more characters of the person's name.

Camera

Here are some tips for taking good pictures with the camera:

- Clean the camera's lens with a soft, lint-free cloth.
- Take pictures in bright lighting conditions. Low-light images may be grainy, due to the sensitivity of the camera.
- If you are in a low-light setting, make sure the camera flash is on or is set to automatic.
- Hold the phone as still as possible. Try supporting your picture-taking arm up against your body or a stationary object (such as a wall).
- Keep the subject of the pictures still. Exposure time is longer with lower light levels, so you may see a blur.
- For best results, verify that you have the brightest light source coming from behind you, lighting the subject's face. Avoid taking indoor pictures with the subject in front of a window or light. If the light is behind the subject, try moving closer to the subject and enabling the flash.
- Make sure the subject is at least 18 inches (0.5 meter) away from the camera to ensure good focus.
- If you take a picture when the keyboard is slid out, press **Space** to take the picture instead of tapping the onscreen shutter icon.

Photos, Videos, and Music

I cannot see the album art for my music files or the thumbnail images for my videos

The webOS platform no longer supports Media Sync mode, which was used to transfer photos, videos, and music from iTunes to your phone. If you transferred media files to your phone using media sync, you can still view or play the files on your phone. However, some videos may not display a thumbnail image in the videos list, and album art may not be displayed.

To get the files to appear with thumbnail images and album art, reimport the files to your phone using either copy and paste in USB Drive mode (see Copy files and folders using USB Drive mode) or a third-party solution (see Copy music, photos, and videos using third-party software).

Amazon MP3

I bought a song from Amazon MP3, but it isn't showing up on my phone

Occasionally, the download process may be interrupted, so a song you purchased may not be successfully downloaded to your phone. To confirm the purchase and download of a song, log in to your Amazon account from your computer. If the song shows up there as purchased and downloaded, contact Amazon support and let them know you never received your song.

Transferring information to and from your computer

I bought a song through Amazon MP3 and want to transfer it to my computer

You can copy music files on your phone to your computer for use with a desktop music player. For instructions, see Copy files between your phone and your computer.

I copied files from my computer, but I can't see or play them on my phone

When you connect your phone to your computer in USB Drive mode, you can copy any file onto your phone. However, each media application on your phone—Photos, Music, and Videos—can display or play files in certain file formats only. If your media file is in an unsupported format, you can't use it on your phone.

For a list of supported photo types, see Photos. For a list of supported music file types, see Music. For a list of supported video file types, see Videos.

When I open the folder representing my phone from my computer, I see subfolders. Do I need to move my files into these folders?

The default folders are there to help you organize files you copy to and from your computer. But you can copy files from your computer into any folder you want—you can create your own folders, or just drag your files to the top level of the drive. As long as the file is in a supported format, your phone can detect and open it.

The one exception is ringtones: If you want to use a sound file as a ringtone, you need to move it into the **ringtones** folder.

NOTE If you move a music file into the ringtones folder, the Music application cannot find it.

I can't find the Media Sync button

The webOS platform no longer supports Media Sync mode. If you transferred media files to your phone using media sync, you can still view or play the files on your phone. However, some videos may not display a thumbnail image in the videos list, and album art may not be displayed.

To get the files to appear with thumbnail images and album art, reimport the files to your phone using either copy and paste in USB Drive mode (see Copy files and folders using USB Drive mode) or a third-party solution (see Copy music, photos, and videos using third-party software).

Backing up and restoring data

I need to reset my phone but don't understand the difference among the erase options

The four erase options are as follows:

Erase Apps & Data: Erases all application data and settings, as well as any applications you installed from App Catalog.

Erase USB Drive: Erases all files stored in USB drive storage, such as pictures, videos, and music.

Full Erase > Full Erase: Erases application data and settings, apps you installed, and USB drive storage files. Select this option if you want a clean erase of your currently installed apps and files but plan to continue using the phone.

Full Erase > Secure Full Erase: Erases application data and settings, apps you installed, and USB drive storage files. Select this option if you are planning to give the phone away, and you want your data and files to be unrecoverable even using a third-party tool.

For more information, see Erase data and reset your phone.

How do I get my data back after a full or partial erase?

After you perform one of the erase options, on your phone, enter your existing Palm profile email address, and password—don't create a new one! When you do this, all data that has been backed up to your profile—contacts, calendar events, and tasks, as well as apps you bought through App Catalog—is restored to your phone. To restore information about your online accounts to your phone, simply enter the password for each account when prompted after the erase— synchronization begins again.

The **Erase USB Drive** option and the two full erase options delete everything stored in your phone's USB drive (pictures, videos, music, documents, PDF files, ringtones, and so on). You need to have copies of those files available elsewhere if you want to restore them to your phone. For example, you can save copies on your computer and then transfer them back to your phone (see Copy files between your phone and your computer).

I want to do a full erase, but the screen is cracked or doesn't respond to taps

If you can't do a full erase using the screen, you can use a keyboard shortcut. Press and hold **Option** + **Sym** + **power** for 15 seconds.

My bookmarks were restored, but the thumbnail icon is not displaying

Web bookmarks are part of the data backed up to your Palm profile. After a partial or full erase, a bookmark is restored with a generic thumbnail icon. After you revisit the page for which you created the bookmark, the thumbnail icon is restored.

Updates

I dismissed a system update notification, and now I don't know how to get the update on my phone

If you have a phone network connection or a Wi-Fi connection and the battery has at least a 30% charge, you can start the update yourself: Open **System Updates**. Your phone checks for the availability of the update, and if one is available, tap **Download Now**. The download happens in the background, so you can continue to use your phone until the actual installation takes over.

Your phone continues to remind you to install the update after it has been downloaded. You are also reminded that the phone will install the update automatically the next time you charge your phone. An update installation cannot begin unless you have at least a 30% charge on your battery. If you tap **Install Later**, the update will automatically install the next time all three of the following conditions are true: the phone is charging and idle, and the battery has at least a 30% charge.

My phone froze while I was downloading or installing a system update

If this happens, you can use webOS Doctor™ to restore your phone and install the system update from your computer using the USB cable. On your computer, go to palm.com/support to download webOS Doctor.

Transferring information from another Palm® webOS™ platform phone

I want to get files off my old webOS phone, but the screen is cracked or doesn't respond to taps, so I can't access USB Drive mode

If you can't put your phone in USB Drive mode using the screen, you can use a keyboard shortcut. Connect your phone to your computer using the USB cable, and then press and hold **Option** + **Sym** + **U**.

Third-party applications

Some third-party applications may cause conflicts with your phone. Third-party applications that modify the wireless features of your phone may require extra troubleshooting. Use caution when installing the following:

- Ringtone managers
- Caller ID applications
- Instant messaging apps
- Applications that modify when your phone or data connections turn on or off and how your phone behaves

If you recently installed an application and your phone seems to be stuck, try the following in sequence until the problem is resolved:

1. Restart your phone (see Restart your phone).
2. Make sure your third-party applications are up-to-date (see Manually check for application updates).
3. See if a system update is available (see Manually check for system updates).
4. Delete the most recently installed application, or the application you think could be causing the problem, from your phone (see Delete an application).
5. Perform a backup (see Manually back up information to your Palm profile).
6. Erase the applications you installed using the **Erase Apps & Data** option (see Erase data and reset your phone).
7. Enter your Palm profile email address and password to restore your backed-up information.
8. If the problem is resolved, begin reinstalling your third-party applications one at a time. Open each application after you reinstall it to see if the problem recurs.
9. If the problem recurs, delete the last application you installed and report the problem to its developer.

Getting more help

Contact the author or vendor of any third-party software if you require further assistance. Neither Palm nor Verizon Wireless provides technical support for third-party applications.

Making room on your phone

If you store a large number of files, or install many third-party applications, the internal memory on your phone may fill up. Here are some ways to clear space on your phone:

- **Photos, Videos, Music, Amazon MP3 (if available), Quickoffice, PDF View:** Large files take up a lot of memory. Move files to your computer (see Copy files between your phone and your computer), or delete them from your phone.

- **Email:** Email attachments can be large and consume lots of memory. Copy attachments to your computer (see Copy files between your phone and your computer), or delete large files from your phone (see Delete a message). You may also want to empty the deleted items folder.
- **Web:** Delete stored web browsing information by clearing your history, cookies, and cache (see Customize web browser settings).
- **Third-party applications:** You can delete infrequently used applications (see Delete an application).

Glossary of Terms

airplane mode
A mode in which all the wireless services on your phone are turned off. Wireless services include the phone network connection used for making and receiving calls, the Wi-Fi feature, VPN, and Bluetooth® wireless technology. See Turn wireless services off (airplane mode).

application menu
A menu hidden in the upper-left corner of the screen that lists items available in an application, such as cut, copy, and paste (where available); preferences; and application help. To open the application menu, drag down from the upper-left corner of the phone (above the screen) onto the screen, or tap the application name in the upper-left corner of the screen. See Open the application menu for details. See also connection menu.

application search
A search feature that is available after you open certain applications. To search, simply begin typing a search term when the list view is displayed—for example, a contact name or phone number, the subject text of an email message, or a few words from a memo. See also Just Type.

application update
An update from the developer of an application you bought through App Catalog on your phone. You can check for application updates manually. Additional fees may apply. See Manually check for application updates.

back
The gesture you use to move up one level from a detailed view to a more general view of the application you're working in. The back gesture is a quick swipe from right to left in the gesture area. For example, when you finish reading an email message, make the back gesture to close the message and return to your list of messages. Or when you finish writing a memo, make the back gesture to close and save the memo and return to the display of all your memos. See Go up one level in an app (back gesture). Making the back gesture is also the way you save your work in many apps. If you don't see a Done button, make the back gesture to save your work.

card
A minimized view of an open application. You can easily move among and reorder cards in Card view. To reduce the app you're working in to a card, tap the center of the gesture area, or flick up once from the gesture area. Tap a card to restore the full-screen view of the application and continue working in it. See also Card view. A group of related cards appears in Card view as a **card stack**. See Work with stacked cards for information.

Card view
The view on your phone that displays all open applications as minimized cards, allowing you to easily move among and reorder them. The background of Card view is your wallpaper. Don't confuse Card view with the Launcher (see Launcher), which shows you all the apps installed on your phone, not just the open ones. To get to Card view when an app is displayed full-screen, flick up from the gesture area to the screen, or tap the center of the gesture area.

connection menu
A menu hidden in the upper-right corner of the screen that lets you turn on/off wireless connection features such as Bluetooth® wireless technology and your wireless service provider's network. To open the connection menu, drag down from the upper-right corner of the phone (above the screen) onto the screen, or tap the upper-right corner of the screen. See Open the connection menu for details. See also application menu and airplane mode.

dashboard
A list of all your notifications. When one or more notification icons appear at the bottom of the screen, tap the icons to open the dashboard. Tap a dashboard item to act on it. See also notification.

Data Transfer Assistant
A tool that enables you to do a one-way export of information such as contacts and calendar events from a desktop organizer to your phone. See Export data from a desktop organizer on your computer.

drag
A slow movement of your finger on the touchscreen used, for example, to scroll slowly through a list or move an icon in the Launcher. Drag slowly up from the gesture area to display Quick Launch when it's hidden. See Use gestures: tap, swipe, drag, flick, pinch.

DRM-free file
A file that is not protected by Digital Rights Management. DRM-free files can be copied as many times as you like and can be played on your phone.

favorite
A contact that you identify as someone you want to be able to quickly reach by phone, email, or text/multimedia message. Creating a favorite from a contact lets you view and touch base with that contact in just a few taps. You can create and manage favorites in Contacts (see Create a favorite) and in Phone (see Work with favorites).

flick
A fast skimming of your finger vertically on the touchscreen used, for example, to scroll quickly up or down. Flick up from the gesture area to get to Card view when you're working in an app. See Use gestures: tap, swipe, drag, flick, pinch.

gesture area
The strip beneath the touchscreen that you use to perform the back gesture, among others. You begin some gestures in the gesture area and complete them on the touchscreen, for example, the slow drag that displays Quick Launch when you have an application filling the screen.

Just Type
The feature, formerly known as universal search, that enables you to make calls, search for applications and contacts on your phone, and search the web simply by typing the number or search term in either Card view or the Launcher. See Just Type.

Launcher
A group of screens (called pages) that display all your applications. To open the Launcher, tap in Quick Launch (see Quick Launch), or from the active application, flick up twice from the gesture area to the screen. If you are in Card view, open the Launcher by flicking up once from the gesture area. In the Launcher, swipe up, down, left, and right to see all your apps. Tap an app icon to open the application. You can add, delete, or rename Launcher pages (see Add a Launcher page, Rename a Launcher page, or Delete a Launcher page).

linked contact
A contact containing information from more than one source. For example, if you have a work contact in Exchange and a personal contact for the same person in Google, the Contacts application automatically recognizes the connection and links the two contacts so you can see all the information for a person in the same place—but the information is kept separate in the different accounts where it originated. You can also manually link and unlink contacts.

merged view
A feature on your phone that displays data from several sources in a single view, but keeps the sources of your data separate.

Let's say you use Google calendar for your personal events and your company's Outlook calendar for business events. Your phone's Calendar application displays events from both calendars in a single view, called All.

Likewise, if you set up multiple email accounts, the Email application displays the messages from all your account inboxes in a single view, called All inboxes. And in Messaging, all your messages with the same person show up in a single conversation view, whether they are text, multimedia, or instant messages. See also linked contact.

notification
A message that appears at the bottom of the screen alerting you of an incoming or missed call; an incoming voicemail, email, or text messages; an upcoming event; and more. In most cases, you can tap a notification to act on it. See also dashboard. Throw a notification off the side of the screen to dismiss it.

online account
The Palm® Synergy™ feature makes it easy to synchronize all data from an online account. An online account is a web-based or server-based location where you keep contacts and/or calendar information, such as Google or Exchange. (Such web-based or server-based accounts are sometimes talked about as being "in the cloud.") You can access the info in those accounts in the Contacts and Calendar applications on your phone. You can also set up your phone to download contacts from online accounts such as Facebook, and to post photos to online accounts such as Facebook or Photobucket. See Online accounts available for Palm® webOS™ phones.

Option key
The key you use to enter characters that appear above the letters on the keyboard keys. Press once to enter a single character. Press twice to lock the alternate character feature, so you can enter a series of characters. Also, press and hold **Option** and then drag your finger onscreen to move the cursor in text.

Palm profile
A Palm profile gives you access to services like automatic updates, backup of your data, and more. You create a Palm profile by entering a working email address during initial setup of your Palm® Pre™ 2 phone (see Set up your phone). Your Palm profile also identifies the location on the web where the data you store in your Palm Profile account is backed up. (You cannot see or change this data on the web, however.) See also Palm profile account.

Palm profile account
An account that is automatically set up for you when you create your Palm profile. You can assign contacts and calendar events to it. Palm profile items are included in the daily backup of information to your Palm profile but do not synchronize with any of your online accounts. See also Palm profile.

pinch
A gesture used to zoom in for a magnified view or zoom out to see a larger area. To zoom in, you pinch out: Place the thumb and index fingertips close together on the touchscreen; then slowly spread them apart. To zoom out, you pinch in: Place the thumb and index fingertips apart on the touchscreen, and slowly bring them together.

proximity sensor
The proximity sensor on your phone makes the screen go dark when the phone is up to your ear, or when your phone is covered by another item, while you are on a call. This is a feature of your phone that saves battery power and helps prevent your accidentally tapping an item on the screen while on a call. See also Why the screen goes dark.

Quick Launch
A lineup of up to five icons that give you quick access to your favorite applications. By default, Quick Launch displays icons for the following apps: Phone, Email, Contacts, and Calendar. The fifth icon is the Launcher. You can easily drag icons onto and off of Quick Launch to change the lineup of apps (see Line up your favorite applications in Quick Launch).

Quick Launch always appears at the bottom of Card view. Tap an icon to open the app. You can also open Quick Launch from any maximized application window by dragging up from the gesture area to the screen. Move your finger to the app you want, and then lift your finger. The application opens.

smart folder
One of two folders—All Inboxes and All Flagged—that can be set to appear at the top of the Account List view in the Email application See Set email preferences.

swipe
A light, fast horizontal skimming of your finger on the touchscreen used, for example, to go from page to page in the Launcher or from day to day in Calendar. The back gesture is an example of a swipe used in the gesture area. See Use gestures: tap, swipe, drag, flick, pinch.

Sym key
The key you use to enter symbols and accented characters. Press **Sym** to open the full table of symbols. Press **Sym** plus a letter key to narrow

the table to symbols associated with that letter—for example, press **Sym** Sym + **e** to enter é.

Synergy™ feature
The feature from Palm that lets you take advantage of merged views and linked contacts on your phone. See Your Palm® Pre™ 2 phone.

system update
Updates provided by Palm to the Palm® webOS™ platform and core applications such as Contacts and Calendar. When a system update is available, a notification appears on your phone. You can also check for system updates manually. See Update the Palm® webOS™ operating system.

tap
A light quick touch on the touchscreen used, for example, to open an app by tapping its icon. Use your fingertip to tap. Don't use your fingernail, and don't use a pen or pencil—the screen does not respond to touches like that. Also, don't bear down. Make the tap firmly, but lightly. See Use gestures: tap, swipe, drag, flick, pinch.

webOS™ platform
The operating system of your Palm® Pre™ 2 phone. Key features of the webOS platform include gestures, cards, merged views, and linked contacts.

Online accounts available for Palm® webOS™ phones

Table 1. Online accounts available for Palm® webOS™ phones*

Account	Applications that display data from this account	Relationship between phone and online account**	Can I edit and add data to this account on my phone?	Can I edit and add data to this account on the web?	What happens when I delete this account from one app?***
AIM	Messaging	Sync	Yes	Yes	The account is removed from all apps
Exchange	Contacts, Calendar, Tasks, Email	Sync	Yes	Yes****	Only info in that app is deleted; info remains in other apps
Facebook	Contacts, Calendar, Photos, Videos	Contacts, Calendar: Transfer (from web to phone) Photos, Videos: Transfer/upload (from phone to web)	Photos and Videos only	Contacts and Calendar only	Only info in that app is deleted; info remains in other apps
Google	Contacts, Calendar, Messaging, Email	Sync	Yes	Yes	Only info in that app is deleted; info remains in other apps
LinkedIn	Contacts	Transfer (from web to phone)	No	Yes	Only Contacts is affected
Palm profile	Contacts, Calendar, Tasks, Memos; see Backup for full list of affected info	See Backup for details	Yes	No	See Backup for details
Photobucket	Photos	Transfer/upload (from phone to web)	Yes	No	Only info in Photos is deleted

Table 1. Online accounts available for Palm® webOS™ phones*

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Skype	Contacts, Messaging	Contacts: Transfer (from web to phone) Messaging: Sync	Contacts: No Messaging: Yes	Contacts: Yes Messaging: Yes	The account is removed from all apps
Yahoo!	Contacts, Calendar, Messaging, Email	Contacts: Transfer (from web to phone) Calendar: Sync	Contacts: No Calendar: Yes	Yes	Only info in that app is deleted; info remains in other apps
YouTube	Videos	Transfer/upload (from phone to web)	Yes	No	Only info in Videos is deleted

The frequency with which data is synced or transferred between the phone and online accounts depends on the account you are using. For information about account sync intervals, go to kb.palm.com and search for article number 47817.

*The information contained in this table is subject to change with webOS updates.

****Sync**: A two-way exchange and update of your data. What you add or change in one location is automatically added or changed in the other.
Transfer: A one-way update of your data. You can add or change data only in one location; the data is then copied to the other location.

***Only the data on your phone is deleted. The data source is not affected. If you delete an account from your phone using the Accounts app, all data from that account is removed from all apps associated with the account.

****You can also edit and add data to an Exchange account from a desktop application, such as Outlook.

Specifications

Table 1. Specifications

Category	Description
Radio	• CDMA2000 digital dual band • EvDO Rev A and 1xRTT
Features	• Speakerphone • Hands-free headset jack (3.5 mm stereo) • Microphone mute option • TTY-compatible • Ringer switch
Processor technologies	• Dual-band MSM6801A processor • TI® OMAP 3630 processor
Battery	• Rechargeable lithium-ion • 1150mA/hr power capacity • Removable
Operating system	• Palm® webOS™ platform
Camera	• 5 megapixel • LED flash with extended depth of field • Auto-exposure • Auto-white balance • Geotagging
Size	• 3.9 in. x 2.3 in. x 0.67 in. (100.7 mm x 59.6 mm x 16.9 mm)
Weight	• 5.1 ounces (145 grams)
Operating temperature range	• 32°F to 113°F (0°C to 45°C) • 5% to 90% RH

Table 1. Specifications

Category	Description
Connectivity	• Wi-Fi 802.11 b/g with WPA, WPA2, WEP, 802.1x authentication • Bluetooth® wireless technology 2.1 + EDR with A2DP (stereo Bluetooth) support
Display	• 3.1-inch touchscreen • 24-bit color • Resolution: 320 x 480 HVGA • User-adjustable brightness
Keyboard	• Slide-out physical QWERTY keyboard
Sensors	• Ambient light • Accelerometer • Proximity
Memory	• 16GB (15GB user available) • USB mass storage support
Connector	• microUSB connector with USB 2.0 Hi-Speed
Back cover	• Compatible with the Touchstone™ charging dock (sold separately)

Table 1. Specifications

Category	Description
Included Palm webOS applications (at time of purchase)	• App Catalog • Calculator • Calendar • Camera • Clock • Contacts • Email • Memos • Messaging (integrated SMS, MMS, and IM) • Music • Palm mobile hotspot • PDF View • Phone • Photos • Quickoffice (DOC, DOCX, XLS, XLSX, PPT, PPTX) • Tasks • Videos • VPN • Web

Table 1. Specifications

Category	Description
Included third-party applications (at time of purchase)	• Amazon MP3 • Google Maps • YouTube • VZ Navigator℠
Included configuration and preference applications (at time of purchase)	• Accounts • Backup • Bluetooth • Date & Time • Device Info • Gesture Tutorial • Help • Location Services • Regional Settings • Screen & Lock • Software Manager • Sounds & Ringtones • System Updates • Text Assist • Wi-Fi

Regulatory and Safety Information

FCC Statements

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

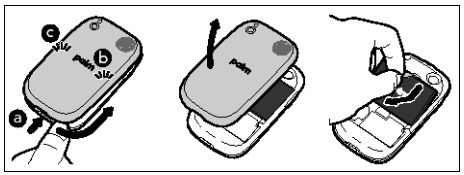
- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This phone meets the FCC Radiofrequency Emission Guidelines and is certified with the FCC as:

FCC ID: O8F-ROAE

The FCC ID on your Palm phone is located on a label inside the battery compartment. The battery must be removed as shown below to view the label.



CAUTION Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Antenna Care/Unauthorized Modifications

Use only the supplied integral antenna. Unauthorized antenna modifications or attachments could damage the unit and may violate FCC regulations.

Industry Canada

Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

The term “IC” before the equipment certification number only signifies that the Industry Canada technical specifications were met.

IC: 3905A-ROAE

This Class B digital apparatus complies with Canadian ICES-003.

L'utilisation de ce dispositif est autorisée seulement aux conditions suivantes : (1) il ne doit pas produire de brouillage et (2) l'utilisateur du dispositif doit étre prêt à accepter tout brouillage radioélectrique reçu, même si ce brouillage est susceptible de compromettre le fonctionnement du dispositif.

Cet appareil numérique de la classe [*] est conforme à la norme NMB-003 du Canada.

Radio Frequency (RF) Safety Exposure

General statement on Radio Frequency (RF) energy: Your phone contains a transmitter and a receiver. When it is ON, it receives and transmits RF energy. When you communicate with your phone, the system handling your call controls the power level at which your phone transmits.

Specific Absorption Rate (SAR): Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves recommended by international guidelines. These guidelines were developed by the independent scientific organization ICNIRP and include safety margins designed to assure the protection of all persons, regardless of age and health.

In order to certify this unit for sale to the public, this unit has been tested for RF exposure compliance at a qualified test laboratory and found to comply with the regulations regarding exposure to RF Energy under the recommendations of the International Commission on Non-Ionizing Radiation Protection (ICNIRP). The tests are preformed in positions and locations as required by the FCC and IC for each model.

As SAR is measured utilizing the device's highest transmitting power, the actual SAR of this device while operating is typically below that indicated below. This is due to automatic changes to the power level of the device to ensure it only uses the minimum power required to communicate with the network.

The SAR limit for mobile devices set by FCC/IC is 1.6 W/kg averaged over 1 gram of tissue for the body or head (4.0 W/kg averaged over 10 grams of tissue for the extremities - hands, wrists, ankles, and feet).

The highest reported SAR values of the Palm® Pre™ 2 Phone are:

Table 1. SAR Values

Maximum 1g SAR values (W/kg)	FCC
Head	0.962
Body	1.04

In order to comply with FCC and IC RF exposure safety guidelines, users MUST use one of the following types of body-worn accessories:

1. A Palm® brand body-worn accessory that has been tested for (specific absorption rate) SAR compliance and is intended for use with this product.
2. An body-worn accessory that contains NO metal (snaps, clips, etc.) and provides AT LEAST 0.6 in. (1.5 cm) of separation between the user's body and the unit.

Do NOT use the device in a manner such that it is in direct contact with the body (i.e., on the lap or in a breast pocket). Such use will likely exceed the FCC RF safety exposure limits. See fcc.gov/oet/rfsafety for more information on RF exposure safety.

To view the most recent SAR values of the Palm® Pre™ 2 phone, visit palm.com/sarevdo-pre.

Body-worn operation: Important safety information regarding radio frequency (RF) radiation exposure: To ensure compliance with RF exposure guidelines the phone must be used with a minimum of 0.6 in. (1.5 cm) separation from the body. Failure to observe these instructions could result in your RF exposure exceeding the relevant guideline limits.

Limiting exposure to radio frequency (RF) fields: For individuals concerned about limiting their exposure to RF fields, the World Health Organization (WHO) provides the following advice:

Precautionary measures: Present scientific information does not indicate the need for any special precautions for the use of mobile phones. If individuals are concerned, they might choose to limit their own or their children's RF exposure by limiting the length of calls, or using “hands-free” devices to keep mobile phones away from the head and body.

Further information on this subject can be obtained from the WHO home page who.int/mediacentre/factsheets/fs193/en/index.html WHO Fact sheet 193: June 2000.

Hearing Aid Compatibility (HAC)

Using Your Phone With a Hearing Device: Your device has been tested for hearing aid compatibility. Your Palm® Pre™ 2 phone has an M4 rating. For additional HAC information, including the HAC rating of this product, please refer to palm.com/hacevdo-pre.

When some wireless phones are used near some hearing devices (hearing aids and cochlear implants), users may detect a buzzing, humming, or whining noise. Some hearing devices are more immune than others to this interference noise, and phones also vary in the amount of interference they generate. The wireless telephone industry has developed ratings for some of their mobile phones, to assist hearing-device users in finding phones that may be compatible with their hearing devices. Not all phones have been rated. Phones that have been rated have a label on the box.

These ratings are not guarantees. Results will vary, depending on the level of immunity of your hearing device and the degree of your hearing loss. If your hearing device happens to be vulnerable to interference, you may not be able to use a rated phone successfully. Trying out the phone with your hearing device is the best way to evaluate it for your personal needs.

M-Ratings: Phones rated M3 or M4 meet FCC requirements and are likely to generate less interference with hearing devices than phones that are not labeled. M4 is the better/higher of the two ratings.

T-Ratings: Phones rated T3 or T4 meet FCC requirements and are likely to be more usable with a hearing device's telecoil (“T switch” or “Telephone Switch”) than unrated phones. T4 is the better/higher of the two ratings.

The more immune your hearing aid device is, the less likely you are to experience interference noise from your wireless phone. Hearing aid devices should have ratings similar to those of phones. Ask your hearing health care professional for the rating of your hearing aid. Add the rating of your hearing aid and your phone to determine probable usability:

- Any combined rating equal to or greater than six offers the best use.
- Any combined rating equal to five is considered normal use.
- Any combined rating equal to four is considered usable.

Thus, if you pair an M3 hearing aid with an M3 phone, you will have a combined rating of six for “best use.” This is synonymous for T ratings.

Palm further suggests that you experiment with multiple phones (even those not labeled M3/T3 or M4/T4) while in the store to find the one that works best with your hearing aid device. If you experience interference or find the quality of service unsatisfactory after purchasing your device, promptly return it to the store within 30 days of purchase. With the Palm 30-day Risk-Free Guarantee, you may return the device within 30 days of purchase for a full refund, and you will only be responsible for charges based on your actual usage.

Getting the Best Hearing Device Experience With Your Device

To further minimize interference:

- Set the phone's screen and keyboard backlight settings to ensure the minimum time interval.
- Move the phone around to find the point with the least interference.

For more information, please go to the FCC's Consumer Alert on accessibility of digital wireless phones at fcc.gov/cgb/consumerfacts/hac_wireless.html.

Protecting your Battery

The guidelines listed below help you get the most out of your battery's performance.

Recently there have been some public reports of wireless phone batteries overheating, catching fire, or exploding. It appears that many, if not all, of these reports involve counterfeit or inexpensive, aftermarket-brand batteries with unknown or questionable manufacturing standards. Use only manufacturer-approved batteries and accessories found at Carrier Stores or through your device's manufacturer. Buying the right batteries and accessories is the best way to ensure they are genuine and safe.

- In order to avoid damage, charge the battery only in temperatures that range from 32° F to 113° F (0° C to 45° C).
- Don't use the battery charger in direct sunlight or in high humidity areas, such as the bathroom.
- Never dispose of the battery by incineration.
- Keep the metal contacts on top of the battery clean.
- Don't attempt to disassemble or short-circuit the battery.
- The battery may need recharging if it has not been used for a long period of time.
- It's best to replace the battery when it no longer provides acceptable performance. It can be recharged hundreds of times before it needs replacing.
- Don't store the battery in high temperature areas for long periods of time. It's best to follow these storage rules:

  Less than one month: -4° F to 140° F (-20° C to 60° C)

  More than one month: -4° F to 113° F (-20° C to 45° C)

Battery Handling

- Do not disassemble or open; crush, bend or deform; puncture or shred the battery.
- Do not modify or remanufacture, attempt to insert foreign objects into the battery; immerse or expose to water or other liquids; expose to fire, explosion, or other hazard.
- Only use the battery for the system for which it is specified.
- Only use the battery with a charging system that has been qualified with the system per the IEEE/CTIA-1725 standard. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage, or other hazard.
- Do not short-circuit a battery or allow metallic conductive objects to contact battery terminals.
- Replace the battery only with another battery that has been qualified with the system per IEEE/CTIA-1725. Use of an unqualified battery may present a risk of fire, explosion, leakage, or other hazard.
- Promptly dispose of used batteries in accordance with local regulations.
- Battery usage by children should be supervised.
- Avoid dropping the phone or battery. If the phone or battery is dropped, especially on a hard surface, and the user suspects damage, take it to a service center for inspection.
- Do not handle a damaged or leaking Lithium-Ion (LI-ion) battery as you can be burned.
- Improper battery use may result in a fire, explosion, or other hazard.
- Based on DOT rules, spare batteries must not be transported in checked luggage on commercial flights. Spare batteries can only be transported in carry-on luggage. For more information: http://safetravel.dot.gov/whats_new_batteries.html

Power Specifications

Use only Palm-approved power accessories such as AC-power adapters, USB cables, and batteries. Unauthorized and non-approved batteries will NOT operate with the Pre 2 phone.

AC Power Adapter source: Palm
Part Number: 157-10124-00
Input Rating: 100-240 Vac, 50/60Hz, 0.2A
Output Rating: 5Vdc, 1000mA

Battery Source: Palm
Type: Rechargeable Li-ion Polymer
Model: 157-10119-00
Rating: 3.7Vdc, 1150mAh (minimum)

Recycling and Disposal

This symbol indicates that Palm products should be recycled and not be disposed of in unsorted municipal waste. Please return Palm products to the electrical and electronic equipment collection points in your municipality or county or to a facility that properly recycles electrical and electronic equipment. These collection points are available free of charge. For detailed information please contact your municipality or county. For information on Palm's environmental programs, visit palm.com/environment.

Hazardous substances that may be included in electronic products can potentially affect human health and the environment. Recycling benefits the environment by diverting waste from

landfills and by recovering materials that may be recycled into other products. Responsible recycling ensures materials are properly collected and disposed.

Palm is committed to supporting the collection and recycling of its products. Palm is committed to participate in and support the European Union WEEE Directive (2002/96/EC) and the protection of the environment for future generations. For more information on the WEEE Directive implementation in the various EU member states please see weee-forum.org.

It is everyone's responsibility to ensure that electrical and electronic products are properly reused, recycled, or recovered.

As part of Palm's corporate commitment to be a good steward of the environment, we strive to use environmentally friendly materials, reduce waste, and collaborate with our channel partners to raise awareness and help keep Palm handheld devices, phones, and mobile companions out of landfills through evaluation and disposition for reuse and recycling. Visit palm.com/recycle for additional details and information about how you can help reduce electronic waste.

User Safety

Operational Warnings

IMPORTANT INFORMATION ON SAFE AND EFFICIENT OPERATION. Read this information before using your phone. For the safe and efficient operation of your phone, observe these guidelines:

Potentially explosive atmospheres: Turn off your phone when you are in any areas with a potentially explosive atmosphere, such as fueling areas (gas or petrol stations, below deck on boats), storage facilities for fuel or chemicals, blasting areas and areas near electrical blasting caps, and areas where there are chemicals or particles (such as metal powders, grains, and dust) in the air.

Interference to medical and personal Electronic Devices: Most but not all electronic equipment is shielded from RF signals and certain electronic equipment may not be shielded against the RF signals from your phone.

Pacemakers: The Health Industry Manufacturers Association recommends that a minimum separation of 0.6 inches (15 centimeters) be maintained between a phone and a pacemaker to avoid potential interference with the pacemaker. These recommendations are consistent with the independent research by the recommendations of Wireless Technology Research.

Persons with pacemakers should do the following:

Audio Safety: This phone is capable of producing loud noises which may damage your hearing. When using the speakerphone feature, it is recommended that you place your phone at a safe distance from your ear.

Other Medical Devices, Hospitals: If you use any other personal medical device, consult the manufacturer of your device to determine if it is adequately shielded from external RF energy. Your physician may be able to assist you in obtaining this information. Turn your phone OFF in health care facilities when any regulations posted in these areas instruct you to do so. Hospitals or health care facilities may be using equipment that could be sensitive to external RF energy.

Repetitive Motion Injuries: When using the keyboard or playing games on your phone, you may experience discomfort in your neck, shoulders, hands, arms, or other parts of the body. To avoid any injury, such as tendonitis, carpal tunnel syndrome, or other musculoskeletal disorder, make sure to take necessary breaks from use, take longer rests (such as several hours) if discomfort or tiring begins, and see a doctor if discomfort persists. To minimize the risk of Repetitive Motion Injuries, when texting or playing games with your phone:

- Do not grip the phone too tightly
- Press the buttons lightly
- Make use of the special features in the handset which minimize the number of buttons which have to be pressed, such as message templates and predictive text
- Take lots of breaks to stretch and relax

Blackouts and Seizures: Blinking lights, such as those experienced with television or playing video games may cause some people to experience blackout or seizure, even if never experienced before. In the event a phone user should experience any disorientation, loss of awareness, convulsion, eye or muscle twitching, or other involuntary movements, stop use immediately and consult a doctor. Individuals with personal or family history of such events should consult a doctor before using the device. To limit the possibility of such symptoms, wherever possible every hour take a minimum break of 15 minutes, use in a well lighted area, view the screen from the farthest distance, and avoid exposure to blinking lights if you are tired.

Operating Machinery: Do not use your phone while operating machinery. Full attention must be given to operating the machinery in order to reduce the risk of an accident.

Aircraft: While in aircraft, follow all instructions regarding the operation of your phone. Use of your phone while on board an aircraft must be done in accordance and in compliance with airline instructions and regulations.

Vehicles with Air Bags: Your phone should not be placed in a position that would affect the operation of air bag deployment or in a position that, should the air bag inflate, could propel the phone. Air bags will inflate with great force and care should be taken to protect yourself and your phone within a vehicle that has air bags. Do not place a phone in the area over an air bag or in the air bag deployment area. Store the phone safely before driving the vehicle.

Hearing Aids: People with hearing aids or cochlear implants may experience interfering noises when using wireless devices or when one is nearby. The level of interference will depend on the type of hearing device and the distance from the interference source. Increasing the separation between them may reduce the interference. You may also consult your hearing aid manufacturer to discuss alternatives.

Small children: Do not leave your phone and its accessories within the reach of small children or allow them to play with it. They could hurt themselves or others, or could accidentally damage the phone. Your phone contains small parts with sharp edges that may cause an injury or which could become detached and create a choking hazard.

Keep the device away from the abdomens of pregnant women and adolescents, particularly when using the device hands-free.

To reduce exposure to radiation, use your device in good reception areas, as indicated by the bars on your phone, at least 3 to 4 bars.

Caution: Avoid potential hearing loss

Prolonged exposure to loud sounds (including music) is the most common cause of preventable hearing loss. Some scientific research suggests that using portable audio devices, such as portable music players and cellular telephones, at high volume settings for long durations may lead to permanent noise-induced hearing loss. This includes the use of headphones (including headsets, ear buds, and Bluetooth® or other wireless devices). Exposure to very loud sound has also been associated in some studies with tinnitus (a ringing in the ear), hypersensitivity to sound, and distorted hearing. Individual susceptibility to noise-induced hearing loss and other potential hearing problems varies. The amount of sound produced by a portable audio device varies depending on the nature of the sound, the device, the device settings, and the headphones. You should follow some common sense recommendations when using any portable audio device:

- Set the volume in a quiet environment and select the lowest volume at which you can hear adequately.
- When using headphones, turn the volume down if you cannot hear the people speaking near you or if the person sitting next to you can hear what you are listening to.
- Do not turn the volume up to block out noisy surroundings. If you choose to listen to your portable device in a noisy environment, use noise-cancelling headphones to block out background environmental noise.
- Limit the amount of time you listen. As the volume increases, less time is required before your hearing could be affected.
- Avoid using headphones after exposure to extremely loud noises, such as rock concerts, that might cause temporary hearing loss. Temporary hearing loss might cause unsafe volumes to sound normal.
- Do not listen at any volume that causes you discomfort. If you experience ringing in your ears, hear muffled speech, or experience any temporary hearing difficulty after listening to your portable audio device, discontinue use and consult your doctor.
- You can obtain additional information on this subject from the following sources:

  American Academy of Audiology
  11730 Plaza America Drive, Suite 300
  Reston, VA 20190
  Voice: (800) 222-2336
  Email: info@audiology.org
  Internet: audiology.org

  National Institute on Deafness and Other Communication Disorders
  National Institutes of Health
  31 Center Drive, MSC 2320
  Bethesda, MD USA 20892-2320
  Voice: (301) 496-7243
  Email: nidcdinfo@nih.gov
  Internet: nidcd.nih.gov/health/hearing

  National Institute for Occupational Safety and Health
  395 E Street, S.W., Suite 9200
  Patriots Plaza Building
  Washington, DC 20201
  Voice: 1-800-CDC-INFO (1-800-232-4636)
  Internet: cdc.gov/niosh/topics/noise

Product Handling & Safety

General statement on handling and use: You alone are responsible for how you use your phone and any consequences of its use.

You must always switch off your phone wherever the use of a phone is prohibited. Use of your phone is subject to safety measures designed to protect users and their environment.

- Always treat your phone and its accessories with care and keep it in a clean and dust-free place.
- Do not expose your phone or its accessories to open flames or lit tobacco products.
- Do not expose your phone or its accessories to liquid, moisture, or high humidity.
- Do not drop, throw, or try to bend your phone or its accessories.
- Do not use harsh chemicals, cleaning solvents, or aerosols to clean the device or its accessories.
- Do not paint your phone or its accessories.
- Do not attempt to disassemble your phone or its accessories; only authorized personnel must do so.
- Do not expose your phone or its accessories to extreme temperatures, minimum 32° F and maximum 113° F (0° C to 45° C).
- Please check local regulations for disposal of electronic products.
- Do not carry your phone in your back pocket as it could break when you sit down.

Battery: Your phone includes an internal lithium-ion or lithium-ion polymer battery. Please note that use of certain data applications can result in heavy battery use and may require frequent battery charging. Any disposal of the phone or battery must comply with laws and regulations pertaining to lithium-ion or lithium-ion polymer batteries.

Demagnetization: To avoid the risk of demagnetization, do not allow electronic devices or magnetic media close to your phone for a long time.

Normal use position: When making or receiving a phone call, hold your phone to your ear, with the bottom towards your mouth or as you would a fixed line phone.

Emergency calls: This phone, like any wireless phone, operates using radio signals, which cannot guarantee connection in all conditions. Therefore, you must never rely solely on any wireless phone for emergency communications.

Phone heating: Your phone may become warm during charging and during normal use.

Accessories: Use only approved accessories. Do not connect with incompatible products or accessories. Take care not to touch or allow metal objects, such as coins or key rings, to contact or short-circuit the battery terminals.

Connection to a car: Seek professional advice when connecting a phone interface to the vehicle electrical system.

Faulty and damaged products: Do not attempt to disassemble the phone or its accessory. Only qualified personnel must service or repair the phone or its accessory. If your phone or its accessory has been submerged in water, punctured, or subjected to a severe fall, do not use it until you have taken it to be checked at an authorized service center.

Interference in cars and to other Electronic Devices: Please note that because of possible interference to electronic equipment, some vehicle manufacturers forbid the use of mobile phones in their vehicles unless a hands-free kit with an external antenna is included in the installation. RF energy may affect improperly installed or inadequately shielded electronic operating and entertainment systems in motor vehicles. Check with the manufacturer or representative to determine if these systems are adequately shielded from external RF energy. Also check with the manufacturer of any equipment that has been added to the vehicle.

Driving Safety

Driving Safety Tips Overview

Always obey all laws and regulations on the use of the phone in your driving area.

Safety–Your most important call. The Wireless Industry reminds you to use your phone safely when driving.

1 Get to know your phone and its features, such as speed-dial and redial.
2 Use a hands-free device where it is allowed. In some areas, you may not use your phone while driving even with a hands-free accessory.
3 Position your phone within easy reach.
4 Let the person you are speaking to know you are driving; if necessary, suspend the call in heavy traffic or hazardous weather conditions.
5 Do not take notes, look up phone numbers, read/write email, or surf the Internet while driving.
6 Dial sensibly and assess the traffic; if possible, place calls when you are not moving or before pulling into traffic.
7 Do not engage in stressful or emotional conversations that may divert your attention from the road.
8 Dial your national emergency number to report serious emergencies. This is a free call from your phone.
9 Use your phone to help others in emergencies.
10 Call roadside assistance or a special non-emergency wireless number when necessary.

Driving Safety Tip Details

1 Get to know your phone and its features such as speed-dial and redial. Carefully read your instruction manual and learn to take advantage of valuable features most phone models offer, including automatic redial and memory dial. Also, work to memorize the phone keyboard so you can use the speed-dial function without taking your attention off the road.
2 Use a hands-free device. A number of hands-free phone accessories are readily available today. Whether you choose an installed mounted device for your phone or a speakerphone accessory, take advantage of these devices. If driving while using a phone is permitted in your area, we recommend using a phone headset or a hands-free car kit (sold separately). However, be aware that use of a headset that covers both ears impairs your ability to hear other sounds. Use of such a headset while operating a motor vehicle or riding a bicycle may create a serious hazard to you and/or others, and may be illegal. If you must use a stereo headset while driving, place a speaker in only one ear. Leave the other ear free to hear outside noises, and do so only if it is legal and you can do so safely.
3 Make sure you place your phone within easy reach and where you can grab it without removing your eyes from the road. If you get an incoming call at an inconvenient time, let your voicemail answer it for you.
4 Suspend conversations during hazardous driving conditions or situations. Let the person you are speaking to know you are driving; if necessary, suspend the call in heavy traffic or hazardous weather conditions. Rain, sleet, snow, and ice can be hazardous, but so is heavy traffic. As a driver, your first responsibility is to pay attention to the road.
5 Do not take notes, look up phone numbers, read/write email, or surf the Internet while driving. If you are reading an address book or business card while driving a car, or writing a to-do list, then you are not watching where you are going. It's common sense. Do not get caught in a dangerous situation because you are reading or writing and not paying attention to the road or nearby vehicles.
6 Dial sensibly and assess the traffic; if possible, place calls when you are not moving or before pulling into traffic. Try to plan your calls before you begin your trip, or attempt to schedule your calls with times you may be temporarily stopped or otherwise stationary. But if you need to dial while driving, follow this simple tip: dial only a few numbers, check the road and your mirrors, then continue.
7 Do not engage in stressful or emotional conversations that may be distracting. Stressful or emotional conversations and driving do not mix—they are distracting and even dangerous when you are behind the wheel. Make people you are talking with aware you are driving and if necessary, suspend phone conversations which have the potential to divert your attention from the road.
8 Use your phone to call for help. Your phone is one of the greatest tools you can own to protect yourself and your family in dangerous situations-with your phone at your side, help is only three numbers away. Dial your national emergency number in the case of fire, traffic accident, road hazard, or medical emergencies. Remember, your national emergency number is a free call on your phone.
9 Use your phone to help others in emergencies. If you see an auto accident, crime in progress, or other serious emergency where lives are in danger, call your national emergency number, as you would want others to do for you.
10 Call roadside assistance or a special wireless non-emergency assistance number when necessary. Certain situations you encounter while driving may require attention, but are not urgent enough to merit a call to your national emergency number. But you can still use your

phone to lend a hand. If you see a broken-down vehicle posing no serious hazard, a broken traffic signal, a minor traffic accident where no one appears injured, or a vehicle you know to be stolen, call roadside assistance or other special non-emergency wireless number.

General Operation

Prolonged Views of Screen: If you are driving, do not access any function requiring a prolonged view of the screen. Pull over in a safe and legal manner before attempting to access a function of the system requiring prolonged attention. Even occasional short scans to the screen may be hazardous if your attention has been diverted away from your driving task at a critical time.

Volume Setting: Do not raise the volume excessively. Keep the volume at a level where you can still hear outside traffic and emergency signals while driving. Driving while unable to hear these sounds could cause an accident.

Let Your Judgment Prevail: The Device Software is only an aid. Make your driving decisions based on your observations of local conditions and existing traffic regulations. The Device Software is not a substitute for your personal judgment.

Hands-Free Capability

All CTIA Certified portable products provide the consumer with a toll-free number for the purchase of a compatible hands-free device, call 1-800-881-7256.

ESD Safety

Electrostatic discharge (ESD) can cause damage to electronic devices if discharged into the device, so you should take steps to avoid such an occurrence.

Description of ESD

Static electricity is an electrical charge caused by the buildup of excess electrons on the surface of a material. To most people, static electricity and ESD are nothing more than annoyances. For example, after walking over a carpet while scuffing your feet, building up electrons on your body, you may get a shock—the discharge event—when you touch a metal doorknob. This little shock discharges the built-up static electricity.

ESD-susceptible equipment

Even a small amount of ESD can harm circuitry, so when working with electronic devices, take measures to help protect your electronic devices, including your Palm phone, from ESD harm. While Palm has built protections against ESD into its products, ESD unfortunately exists and, unless neutralized, could build up to levels that could harm your equipment. Any electronic device that contains an external entry point for plugging in anything from cables to docking stations is susceptible to entry of ESD. Devices that you carry with you, such as your device, build up ESD in a unique way because the static electricity that may have built up on your body is automatically passed to the device. Then, when the device is connected to another device such as a docking station, a discharge event can occur.

Precautions against ESD

Make sure to discharge any built-up static electricity from yourself and your electronic devices before touching an electronic device or connecting one device to another. The recommendation from Palm is that you take this precaution before connecting your device to your computer, placing the phone in a docking station, or connecting it to any other device. You can do this in many ways, including the following:

- Ground yourself when you're holding your mobile device by simultaneously touching a metal surface that is at earth ground. For example, if your computer has a metal case and is plugged into a standard three-prong grounded outlet, touching the case should discharge the ESD on your body.
- Increase the relative humidity of your environment.
- Install ESD-specific prevention items, such as grounding mats.

Conditions that enhance ESD occurrences

Conditions that can contribute to the buildup of static electricity in the environment include the following:

- Low relative humidity.
- Material type. (The type of material gathering the charge. For example, synthetics are more prone to static buildup than natural fibers like cotton.)
- The rapidity with which you touch, connect, or disconnect electronic devices.

While you should always take appropriate precautions to discharge static electricity, if you are in an environment where you notice ESD events, you may want to take extra precautions to protect your electronic equipment against ESD.

Owner's Record

The model number, regulatory number, and serial number are located on a nameplate inside the battery compartment. Record the serial number in the space provided below. This will be helpful if you need to contact us about your phone in the future.

Product: Palm® Pre™ 2 Phone

Model:

Serial No.:

Index

NUMERICS

100PALM folder 141, 142
112 phone numbers 67
1xRTT data connections 14, 230, 232
3G data connections 14, 217, 230, 232
3G2 files 147
3GP files 147
3GP2 files 147
3GPP files 147
911 phone numbers 67
999 phone numbers 67

A

AAC files 146, 150, 210
AC charger 9
accented characters 46
Accept Cookies option 172
accessories 254
Account List view 84
accounts
  See also specific types
  contacts and 112
  linked contacts and 110, 240
  music and 153, 234
  online 228
  pictures and 145
Accounts application 52, 228, 233
Acrobat Reader files. *See* PDF files
active calls. *See* phone calls
ActiveSync accounts. *See* Exchange ActiveSync accounts
Add An Account option
  Calendar 128
  Contacts 119
  Email 85, 86
Add Bookmark option 169
Add Contact Reminder 116
Add device option 77, 180
Add Picture 99
Add To Launcher 169
Address Book on Mac 60, 61
address books 66, 110, 217
addresses. *See* contacts; email addresses
Adobe Acrobat files. *See* PDF files
advanced account settings 87
advanced gestures 207, 225
AIM 103, 243
aircrafts 252
airplane mode 14, 19–21, 239
Ajax 167
alarms 52, 124, 127, 135–136
  See also Clock application
Album Art view 152, 234
album headers 144
albums. *See specific types*
Alert option 87
alerts. *See* alarms; notifications
All Calendars view 123
All Flagged folder 241
All Inboxes folder 84, 241
all-day events 125
alternate characters 46
Amazon accounts 153, 234
Amazon MP3 service 153–155, 199, 235
AMR files 150, 210
animations 8
anniversary events 124
answering phone 68–69, 71
antenna 249
AOL 84
App Catalog 32, 192–195, 199
application menu 44, 239
application search 239
application update 194, 239
applications
  See also third-party applications; *specific types*
  adding 192–193
  buying 192
  closing 23, 42
  compatibility 225
  default 205
  deleting 44, 238
  dialing from 65, 68
  displaying 40
  erasing 235
  in Quick Launch 39, 42
  included with phone 247
  keywords for 33
  losing 235, 236
  moving between 41
  opening 33, 38
  Palm OS 192
  phone calls and 70
  reinstalling 194
  running 8
  search keywords 33
  searching in 32, 34, 239
  troubleshooting 203, 214, 225, 230
  updating 194, 239
appointments. *See* events

artists 151, 153, 154
attachments
certificates in 206
email 91
files as 186, 188
internal memory and 238
messages and 90, 96
opening 91, 101
pictures as 99, 144
saving 91
vCards 110
videos as 99
audio files. *See* music
audio quality 227
audio source 13
authentication 158, 160, 231
Auto Locate option 173
auto-capitalization 48
auto-correction 48, 49
Auto-Download MMS option 102, 103
automatic backup 198, 201
Automatic IP settings options 161
auto-shut off interval 19, 207, 227

B

back cover 223–224, 246
back cover release 16
back gesture 22, 39, 207, 208, 225, 239
Back view 15
Background data collection option 174
Backup application 198–202
See also Palm profile
banner alerts 52
basic gestures 22–24
battery
caring for 18, 251
charger for 9
charging 17–18, 215, 220
icons 14, 17, 217
life 18
performance 162, 163
purchasing 18
removing 216
replacing 221–224
specifications 245
troubleshooting 220–224
updates and 27
billing accounts 195
birthday events 124, 125
blackouts 252
blank screens 224
Block Popups option 172
blocking
caller IDs 76
messages 102
popups 172
Bluetooth devices 179–181
adding 77, 180
backup summary 199
connecting to 179, 181
deleting 181
disconnecting from 181
icons for 15
pairing 179, 179–181
passkeys for 180
phone calls and 77
renaming 181
setting up 77
troubleshooting 227
turning on and off 179
Bluetooth wireless technology 77, 179–181
See also wireless services
BMP files 92, 141
bookmarks 32, 169–171, 188, 200, 236
boosters 18
Bottom view 16
Brightness slider 207
browser. *See* web browser
buddies
adding 105
blocking 102
deleting 106
groups for 106
requests for 105
Skype 106
Buddies view 98
built-in applications 247
buying
See also downloading
applications 192
music 154
VZ Navigator 175

C

cable service providers 231
cache (web pages) 173
Calculator application 136
calendar accounts 123, 125, 128
Calendar application 121–128, 199
Calendar Display Options 125
calendar events. *See* events
Calendar View Options 125, 128
calendars 121–128
See also events
alarms and 124, 127
backup summary 199
dates on 126
default 128
display of 125
events 121–125, 126
getting started with 122
Google 84, 110, 121, 233
icons 125
online 128
preferences for 127–128
saving 123
synchronizing 110, 121, 122, 128, 228
troubleshooting 233
call history 65, 69, 74, 75, 76
See also phone calls
call waiting 69, 71
caller IDs 76, 114, 143
calls. *See* phone calls
camera 140, 234, 245
capitalization 46, 48
Caps Lock 46
captive portals 160
car kits 77, 120
card stacks 40, 239
Card view
See also wallpaper
about 14, 40
cards in 23, 42
defined 239
emails from 89, 92
events from 123

Facebook status 137
Google Maps from 175
memos from 133
messages from 98
tasks from 129
YouTube from 149
CDMA Roaming 78
certificates 160, 205–206
Change Login Settings option 88
Change Wallpaper option 207
character searches 64
characters 46
charger 9
charging dock 18
charging the battery 17–18, 215, 220
chat rooms. *See* conversations
children, safety of 252
Cisco AnyConnect VPN profile 165
Clear Cache option 173
Clear Call History command 74
Clear Cookies option 173
Clear History option 172
Clock application 134–136
cloud 51, 57, 58, 60
colors
for calendar entries 122
for email message text 90, 94
for memos 133
for message backgrounds 102
columns, resizing 186
compatibility information 77, 221, 225, 227
conference calls 67, 69, 72
connected devices 164
connection menu 45, 239
connections
Bluetooth device 77, 179, 181
corporate servers and 229
Internet 157
network settings for 158
online address books and 110
phone calls and 70
roaming and 80
timing out 230
transferring files and 142, 153
troubleshooting 226, 232
TTY/TDD devices and 81
VPN profile 166
Wi-Fi 159–160, 161
connectivity specifications 246
connectors 12, 246
contact header 114
contact lists 92, 119
contact matches 65, 66, 78
contacts 110–120
adding 92, 101, 110, 112
backup summary 198, 199
car kits and 77, 120
default account 119
deleting 118
dialing by 66, 98
displaying 74, 102, 113, 115, 116
editing 73, 113, 115, 116
exporting 110, 217
Facebook 112
favorite 74–76, 116
getting in touch with 117
getting started with 111
Just Type for 30
Launcher icons for 117
linked 111, 116, 240
LinkedIn 112
phone numbers for 76
photos for 114, 143
preferences for 118–120
reminders for 115
ringtones for 115, 211
saving information for 92, 101, 112
searching 78, 113
selecting 69
Skype 51, 67, 79
speed dials for 115
synchronizing 110, 111, 120, 122, 228
text messages and 73
troubleshooting 233
unlinking 116
vCards and 110, 121
Contacts application 110–120, 199
continuous burst mode 140
conversations 97–98, 102
See also instant messages
Conversations view 97–98, 102
cookies 172, 200
Copy All option 49
copying
calendars 59
contacts 59
files 56, 57, 235
folders 56
messages 93, 102
ringtones 56
text 49
corporate accounts 85–86, 229
coupling 226
coverage areas 158, 226
creating
albums 142
bookmarks 169
contacts 112
emails 33, 89–90
events 123, 125
favorites 50, 74
instant messages 105, 106
memos 33, 133
multimedia messages 98–99
Skype accounts 79
task lists 128
tasks 129–130
credit cards 154, 155, 195
CSS 2.1 167
cursors 26
custom messages 106
customer support 10
customizing
auto-correction dictionary 49
Buddies view 98
Calendar application 127–128
contact matches 78
Contacts application 118–120
data usage 80
dialing shortcuts 80
DTMF tones 80
email accounts 87–89
Email application 95–96
Flash content 168
instant messaging accounts 103, 107
international dialing 78, 79
Just Type 34–35
message download 102
notifications 88, 107, 124, 186

phone settings 78–81
roaming 80
shortcuts 49
signatures 94
Text Assist 48
TTY/TDD devices 81
VZ Navigator 178
Web browsers 172
Wi-Fi connections 161
cutting text 49

D

dark screens 19, 69
dashboard 53, 240
data connection icons 230
data roaming 80, 232
data service providers 231
data transfer 56–61, 110, 122, 142, 150, 235, 237
See also USB Drive mode; third-party applications
Data Transfer Assistant 59, 110, 122, 240
data usage 80, 232
Date & Time application 199, 202
dates 130, 202
See also calendars
Day view 126
DCIM folder 56, 141, 142
dead peer detection 165
default accounts
calendar 128
contacts 119
email 96
Default Calendar option 128
Default Event Duration option 128
Default Event Reminder option 127
Default Folders option 88
default phone numbers 75
default search engines 31, 34, 172
default settings 236
delete confirmation 94, 96
delete gesture 24
deleted items folder 94
deleting
See also erasing data
alarms 136
albums 142
applications 44, 238
billing accounts 195
Bluetooth devices 181
bookmarks 171
browsing history 172
buddies 106
certificates 206
contacts 118
conversations 102
cookies 173
email 88, 94
email accounts 89
events 126
files 56
folders 56
information 204
instant messaging accounts 107
Launcher pages 43
list items 24
memos 134
messages 93, 102
music 153
numbers on dial pad 65
online accounts 52, 145, 187, 228
pictures 146
ringtones 115
shortcuts 49
tasks 132
videos 148
VPN profiles 166
web page content 173
delivery receipts 102
demagnetization 253
desktop organizers 57, 59, 61, 216
Device Info application 203–206
device. *See* Palm Pre 2 phone; Bluetooth devices
Devices list 179
diagnostic information 204, 205
dial pad 64
dialing 64–68
from applications 65, 68
from conversations 98
with dial pad 64
favorites 65
with Just Type 64
with keyboard 65
from messages 102
with redial 66
speed 66, 115
from web pages 171
dialing prefixes 80
dialing shortcuts 80
dialing tones 80
dictionary 48
Digital Rights Management (DRM) 147, 150
directions 173, 175, 176
display. *See* touchscreen
display size, text 185, 188
displaying
album headers 144
calendar events 125
certificates 206
contacts 74, 102, 113, 115, 116
email folders 94–95
images 233
maps 118
meeting participants 127
multimedia messages 101
phone calls 65, 69, 74, 75, 76
pictures 141
tasks 131
text messages 101
videos 147, 149
web pages 168
DOC files 184
documentation 10
documents 184–189
See also Word files; Excel files; PowerPoint files; PDF files
DOCX files 184
Download for free option 193
downloading
See also App Catalog; buying applications 193
email 88, 90, 231
files 172
messages 102
music 151, 154, 155
pictures 141
vCards 110
Downloads album 142
downloads USB folder 142

drafts 90
drag and drop gesture 23
drag gesture 22, 225, 240
driving directions 173, 175, 176
driving safety tips 76, 254
DRM-free files 57, 147, 148, 150, 240
Dropbox 184, 187
DTMF tones 80
due dates (tasks) 130, 132

E

earpiece 226
EarthLink 84
EAS. *See* Exchange ActiveSync
echoes 226
editing
  bookmarks 171
  contacts 73, 113, 115, 116
  email accounts 88
  instant messages accounts 107
  memos 133
  online accounts 52
  tasks 131
  text 49
  videos 146
  VPN profiles 166
electrostatic discharge (ESD) 255
email 84–96
  See also email addresses; Email application
  advanced settings 87
  alerts for 87
  attachments 90, 91
  backup summary 199
  contacts and 92
  copying 93
  creating 33, 89–90
  deleting 88, 93, 94
  dialing from 68
  download options for 231
  drafts 90
  files and 186, 188
  flagging 93
  folders 94–95
  forwarding 93
  links in 150
  managing 93
  memos 134
  merging 84
  message headers 93
  music and 151
  notifications 88
  pictures and 144
  preferences for 95–96
  receiving 84, 88, 90
  replying to 93
  retrieving 90, 159
  roaming and 80
  searching for 32, 92
  sending 84, 89–90, 96
  signatures 87, 94
  sorting 95
  synchronizing 84, 88, 90, 110, 121, 228
  troubleshooting 231
email accounts 84–89
  accessing 84
  default 96
  deleting 89
  login settings 88
  multiple 85, 86
  preferences for 87–89
  renaming 88
  reordering 96
  setting up 84–87
  troubleshooting 229, 231
email addresses
  changing 202
  entering 87, 89
  saving 92
Email application 84–96, 199
email service providers 84, 231
emergency calls 253
emergency phone numbers 67
emoticons 100
encryption methods 165
erasing data 198, 201, 202, 204, 235
  See also deleting
ESD safety 255
ESMTP authentication 231
EvDO data networks 230
Event Location option 123
Event Notes option 124
Event Reminder option 128
events 121–125
  alarms and 124, 127
  all-day 125
  backup summary 198, 199
  calendar 121–125
  creating 123, 125
  deleting 126
  displaying 125
  exporting 122, 217
  locations for 123
  notifications for 124
  reminders for 127, 128
  repeating 124
  saving 123
  synchronizing 128
Excel files 184, 184–186
Exchange ActiveSync accounts
  availability 58, 243
  setting up 85–86
  synchronization 60, 217
  Synergy feature and 8
  troubleshooting 229
Exchange servers
  passwords 85
  synchronizing with 229, 230
  troubleshooting 230
explosive atmospheres 252
exporting data 59–60, 110, 122, 216
  See also data transfer
extensions (phone calls) 80

F

Facebook
  contacts 112
  links 147
  videos 147
Facebook accounts
  availability 58, 243
  calendar synchronization 123
  contacts synchronization 112
  deleting from 118
  phone synchronization 61
  pictures 144, 145, 228
Facebook application 136
factory-installed applications 247

favorites 74–76
contacts 116
creating 50, 74
defined 240
dialing 65
email folders 95
phone numbers for 75
viewing 75
web bookmarks 169
FCC statements 249
feedback 226
file types
default applications for 205
document 91, 184
music 91, 150, 210
pictures 91, 141
video 147
files
See also specific types
copying 56, 147, 154, 235
deleting 56
display size 185
downloading 172
finding text in 188
freeing memory and 237
losing 235, 236
opening 184, 187
as ringtones 210
saving 185, 188
searching for 187
sending 90, 186, 188
storing 235
troubleshooting 235
Find command 188
Find More 35
finding. *See* searching
firewalls 164
flags 93
Flash content 167, 168
flash, camera 140
flick gesture 23, 240
folders
copying 56, 235
deleted items 94
deleting 56
email 94–95
favorites 95
ringtones 56
Forget Network option 161
formatting
email message text 90, 94
phone 206
forward gesture 22, 208
forwarding
meeting invitations 96
messages 93, 101
Found New Hardware wizard 142, 153
free applications 193
Front View 12
frozen phone 204, 225, 236
full erase 204, 235

G

GALs. *See* global address lists
genres 151, 154
Geotag Photos option 174
gesture area 21, 240
gestures 8, 21–24
See also specific types
advanced 207
basic 22–24
scroll 25
text selection 26
troubleshooting 225
zoom 24
Get email option 88
GIF files 141
global address lists 31, 66, 110, 113
Gmail 84, 233
Google accounts
availability 58, 243
online 58
phone setup 84, 110, 121
synchronization of 60, 61
Synergy feature and 8, 61
website setup 59, 61
Google calendar 84, 110, 121, 233
Google Docs 184, 187
Google Earth 174
Google Maps 32, 124, 174
Google Services 174
Google Weather 121
GPS 173–174
group chat 104

H

H.263 files 147
H.264 files 147
HAC 250–251
hands-free devices 77, 227
hard resets. *See* full erase
hardware 9
headsets 9, 76–77, 227
hearing aid compatibility. *See* HAC
hearing aids 250–251, 252
hearing loss 253
help 10, 32, 237
See also troubleshooting
Help application 10
history 32, 74, 171, 172
holiday events 124
hospitals 252
hotspots 162–164, 182
battery performance and 162, 163
connected devices and 164
passphrases and 164
HTML 4.01 167

I

iCal on Mac 60, 61, 217
icons
airplane mode 14
App Catalog search 192
battery 14, 17
bookmark 170
calendar 125
data services 230
Google maps 175
hotspot 163
Launcher 42
notifications and 226
Quick Launch 42
signal-strength 20, 226
title bar 14
web page 167, 169
Wi-Fi 14
ignored calls 74
IM. *See* instant messages
images 92, 233

See also pictures
IMAP email accounts 231
importing information 229
See also data transfer
inbox (email) 84, 96, 231
Industry Canada 249
information
See also text
accessing 8, 229
backing up 198
cutting, copying 49
deleting 204
entering 46–47, 168
importing 229
linked contacts 116
losing 235
pasting 49
restoring 236
retrieving 8
saving 50, 112
transferring 216
inline images 92
installing
third-party applications 192, 237
updates 27–28
instant messages 103–107
accounts 103–105, 107
blocking 102
buddies 98
creating 105, 106
notifications 107
online status 106
sending 97, 105
Interactive Tests 205
interference 226, 227
internal memory. *See* memory
international dialing 67, 78, 79
international language settings 206
Internet. *See* websites
Internet service providers 231
IP addresses 161
IPSEC client 164
ISPs. *See* Internet service providers

J

Java applets 167
JavaScript 167, 172
Join network option 159
JPG files 92, 98, 101, 140, 141
Just Type 30–35
contact search 30, 64
defined 8, 240
memos 32
messages 32
preferences for 34–35
troubleshooting 234
web search 31
within applications 32

K

keyboard 12, 46, 65, 246
keyboard shortcuts 49, 237
keywords 33
known networks 161

L

labels 112
LAN 164
landscape mode 168, 233
landscape view 140
language 206
Launch & Search 31, 35
Launcher
backup summary 199
contacts in 117
defined 240
emails from 89, 92
events from 123
Facebook status 137
gesture 38
Google Maps from 175
icons 42, 117, 169
memos from 133
messages from 98
pages 13, 38, 43
tasks from 129
web pages in 169
YouTube from 149
layered calendars 122
learned words 49
light in gesture area 21, 22, 49
lighted dial pad 64
linked contacts 97, 110, 116, 120, 240
LinkedIn accounts
availability 58, 243
contacts synchronization 112
deleting from 118
List Order option 119
lists
scrolling in 23
selecting items in 50
sorting items in 131
local area network. *See* LAN
location information 123, 173, 177
See also maps
Location Services 173–174, 199
lock icon 167
login settings 88, 128
lost devices 162, 198, 202
lowercase letters 46

M

M4V files 147
Mac computers
data transfer from 60, 217
phone drive 56, 142, 153, 211
machinery, operating 252
manual backup 201, 202
manual message retrieval 90
manual setup, email accounts 86–87
manual synchronization 120, 128
manual updates 28, 194
maps 118, 124, 174, 175, 233
Mark all completed/incomplete command 132
Mark as read/unread command 93
media files 235, 237
Media Sync mode 234, 235
medical devices 252
meeting invitations. *See* meeting requests
meeting participants 127
meeting requests 96, 127

memory 214, 230, 237, 246
memos 132–134
  backup summary 198, 199
  creating 33
  exporting 217
Memos application 132–134, 199
menus 44–45, 239
merged views 84, 233, 240
message headers 93
messages. *See* email; multimedia messages; text messages; voicemail; instant messages
Messaging application 96–107
  backup summary 200
  online accounts 228
  Skype and 103
  troubleshooting 231
microphone 226
Microsoft Excel files. *See* Excel files
Microsoft Exchange ActiveSync. *See* Exchange ActiveSync
Microsoft Outlook. *See* Outlook
Microsoft PowerPoint files. *See* PowerPoint files
Microsoft Word files. *See* Word files
microUSB connector 12
Miscellaneous album 142, 172
missed calls 74
misspelled words 48
MobileMe 184
modems 181
Month view 126
Move to folder command 93
movie listings 178
MP3 files 150, 210
MP3 music service 153–155, 234, 235
MP4 files 147
MPEG-4 files 146, 147
multimedia messages 96–103
  addressing 99
  attachments 101
  copying 102
  creating 98–99
  deleting 102
  dialing from 68
  displaying 101
  downloading 102
  forwarding 101
  notifications 107
  pictures and 99, 144
  roaming and 80
  saving contact information 102
  sending 70, 97, 98–99
  troubleshooting 231
multitasking 8, 38
music 150–153
  backing up 56, 153, 200
  copying 57
  data transfer of 150
  deleting 153
  downloading 155
  formats 150
  information about 154
  listening to 77, 150, 151–153
  notifications 151
  playback controls 54, 152
  previewing 155
  as ringtones 211, 235
  searching for 152, 153
  troubleshooting 234, 235
Music application 150–153
mute 70, 88

N

names
  See also user names
  Bluetooth device 181
  device 203
  dialing by 66
  sending or receiving messages and 87
national emergency phone numbers 67
Navigation option 179
network settings 158
network times 203
networks 158, 159, 160
New card command 168
next gesture 207
normal use position 253
notes 124, 130, 217
  See also memos
notifications 52–54
  captive portals 160
  contacts and 69
  defined 241
  email 88
  event 124
  icons 13, 151
  locked screen 209
  messages and 87, 107
  responding to 27, 52, 226
  software 27
  sounds for 68, 124, 210
  troubleshooting 232
  update 194
Now Playing list 152, 153
numbers 46, 65, 136

O

online accounts
  See also accounts; *specific types*
  availability of 243
  backup summary 198
  data transfer to 59
  defined 57, 241
  Quickoffice 187
  setting up 51–52
  synchronization of 8, 60, 84, 110, 120, 121, 228
  uploading to 147
online address books 66, 110
online calendars 110, 121, 128
  See also calendars
online pictures accounts 145
online status 105, 106
online support 10
open hotspots 162, 163
open Wi-Fi networks 158, 159
opening
  application menu 44
  applications 33, 38
  attachments 91, 101
  connection menu 45
  files 184, 187
  maps 118
  web pages 167, 171
operating system 242, 245
Option key 13, 46, 241
organizer features 109

outage information 231
Outlook
  data export from 60, 216, 229
  notes 132
  synchronization 217, 229
overdue tasks 131

P

pacemakers 252
page indicators 13, 38
pairing devices 179–181
Palm Desktop software 60, 217, 229
Palm mobile hotspot 162–164
Palm online support 10
Palm OS 192, 225
Palm Pre 2 phone 8
  See also phone
Palm profile 56, 198–202
  about 8, 17
  Amazon MP3 music and 153
  backing up 57, 58
  bookmarks and 170
  contacts in 110
  defined 198, 241
  erasing data from 201
  events and 121
  memos and 132
  restoring data in 236
  settings 202
  verifying 17
Palm profile account 58, 241, 243
Palm Synergy feature. *See* Synergy feature
Palm webOS. *See* webOS platform
partial erase 235
partnerships. *See* pairing
passkeys 180
passphrases, hotspot 164
Password is Required field 195
passwords
  changing 79, 107, 202
  email 85, 88
  entering 46
  instant messages and 107
  PDF files and 187
  screen 208
  Wi-Fi 158
pauses in phone numbers 112
PDF files 187–189, 200
PDF View 187–189, 200
performance 225
personal area network 181
personal data 57
Personal Identification Numbers. *See* PINs
personal information 235
phone
  See also phone calls
  answering 68–69, 71
  backing up 198, 200
  caring for 253
  compatible devices for 77, 221, 227
  conference calls 72
  data services and 230
  data transfer to 56–61, 110, 122, 216
  dialing 102, 115, 171
  disposing of 251
  frozen 204, 225, 236
  getting started with 12
  headsets 9, 76–77, 227
  icons 14
  lost 162, 198, 202
  as modem 181
  number for 73
  pairing 182
  preferences for 78–81
  redialing 66
  regional settings 206
  renaming 203
  restarting 203, 215, 225, 227
  safety information 76, 249–255
  setup 16
  shutting down 21
  specifications 245
  status 14
  stolen 162, 198, 202
  system information about 203
  troubleshooting 205, 226–227
  TTY/TDD devices and 81
  turning on and off 18
  volume 70
phone calls 64–69
  answering 68
  contact information for 76
  dialing 64–68
  driving and 76, 254
  hands-free devices and 77
  hold 70, 71
  ignoring 69
  information about 65, 69, 74, 75, 76
  making 64–68, 171
  messages during 98
  multiple 71
  music during 151
  receiving 68–69
  replying to 69
  ringtones for 115, 211
  searching and 8, 78
  second 71
  sending to voicemail 69
  shortcuts for 80
  silencing ringer for 68
  Skype 79
  swapping 72
phone numbers
  default 75
  for favorites 75
  pauses in 112
  saving 76
Phone Reset Options settings 204
photo albums 142
Photo roll album 140, 141, 142
Photobucket accounts 58, 144, 145, 174, 228, 243
photos. *See* pictures
Photos application 141–146, 198, 200
pictures 141–146
  albums for 142
  attaching 99
  backing up 56, 198, 200
  caller IDs with 114, 143
  contact 114, 143
  continuous burst mode 140
  copying 57, 172
  deleting 146
  displaying 141

downloading 141
sending 98, 99, 144
slideshows 143
taking 140, 234
uploading 144–145
wallpaper 142, 144, 207
pinch in gesture 24, 241
pinch out gesture 24, 241
PINs 208
play lists 152, 153
playback controls
Flash content 168
for music 54, 152
for video 148, 149
for voicemail 69
plug-in support 167
PNG files 92, 140, 141
POP email accounts 231
pop-up notifications 53
popups 172
power accessories 251
power button 16, 19
PowerPoint files 184, 184–186
power-saving feature 227
PPTX files 184
Pre 2 phone. *See* Palm Pre 2 phone; phone
preferences. *See* customizing
prefixes 80
presentations. *See* PowerPoint files
previous gesture 207
priorities 90, 130
processor specifications 245
profile. *See* Palm Profile
proximity sensor 241
punctuation 46

Q

QCELP files 210
Quick Actions 32, 35, 123, 129, 133, 137
Quick Launch
applications in 39, 42
defined 241
gesture 23
icons 42
Quick Tests 204
Quickoffice 184–187, 200

R

radio frequency 227, 249
radio specifications 245
rdx 204, 205
read emails 93
recharging the battery 18
recurring events 124
recycling 251
redialing 66
redirectors (web pages) 233
Regional option 179
Regional Settings application 200, 206
reinstalling applications 194
reminders
See also alarms
contacts 115
events 124, 127, 128
remote diagnostics 204, 205
Remove Contacts Account option 120, 145
Remove Email Account option 89
Remove flag command 93
renaming
devices 181, 203
email accounts 88
Launcher pages 43
videos 146, 147
reordering
bookmarks 171
cards 41
email accounts 96
icons 42
Launcher pages 43
tasks 131
repeating events 124
repetitive motion injuries 252
replying to emails 93
Reply-to address option 88
resets 204, 235–236
restarts 204, 215, 225, 227
reviews 192, 194
ringer switch 16, 68, 209
ringtones 209–211
adding 115
backing up 200
copying 56
file types 210
volume 135
ringtones folder 56, 235
roaming 15, 28, 78, 80
rows, resizing 186

S

safety information 76, 249–255
SAR 249
satellite photos 175
saving
attachments 91
calendar events 123
contacts 112
email addresses 92
files 185, 188
images 92
information 50, 112
phone numbers 76
pictures 144
web page bookmarks 171
schedules. *See* calendars
screen
blank 224
brightness 207
caring for 13
dark 69
specifications 246
troubleshooting 223
turning on and off 19, 207, 227
unlocking 208
Screen & Lock application 200, 207–209
screen captures 140, 142
scroll fast gesture 25
scroll gestures 25
scroll slow gesture 25
search engines 31, 34–35, 167, 172
searching
for albums 153
for applications 38

for artists 153
for contacts 78, 113
for emails 92
for files 187
for locations 178
for memos 133
for music 152, 153
for text 188
for videos 32, 150
for websites 167
icons for 15
with Just Type 31
second phone calls 71
secure encryption method 165
secure full erase 204, 235
secure hotspots 162
secure networks 159
Secure Unlock option 208
secure websites 167, 233
secure Wi-Fi networks 158
security
See also Certificate Manager; erasing data
hotspots 162
network 160
Palm profile 202
screen locks 207, 208
Wi-Fi access points 160
seizures 252
Select All option 49
sending
conversation messages 97
document files 186
email 84, 96
instant messages 105
multimedia messages 70, 98–99
PDF files 188
pictures 98, 99, 144
text messages 98–99
sensors 246
Set a ringtone option 115
Set due date for all command 132
Set flag command 93
Set speed dial command 115
setting up
alarms 135
billing accounts 195
Bluetooth devices 77
email accounts 84–87
Exchange ActiveSync accounts 85–86
Google accounts 59, 61, 84, 110, 121
hands-free devices 77
instant messaging accounts 103
online accounts 51–52
online picture accounts 145
phone 16
Quickoffice accounts 184
voicemail 69
share option 96
sharing
See also sending
files 186, 188
images 92
locations 177
videos 147
Shift 46
short codes 99
shortcuts 48, 49, 80
Show Contact Matches option 66, 78
Show email option 88
Show Icon option 87
Show notification option 87
shut off interval 19, 207, 227
shutting down, phone 21
signal 20, 217, 226
signatures 87, 94
Simple PIN option 208
size specifications 245
Skype 51, 67, 79, 79, 103, 104, 244
sleep settings 161
slides. *See* PowerPoint files
slideshows 143, 186
smart folders 96, 241
SMTP servers 231
snooze 127, 135
soft resets. *See* partial erase
Software Manager application 34, 194, 200
software updates 27–28, 242
songs. *See* music
sorting
contacts 119
emails 95
task lists 131
tasks 131
sounds 200, 209–211
See also specific types
Sounds & Ringtones application 200, 209–211
speakerphone 70, 226
Specific Absorption Rate. *See* SAR
specifications 245
speed dialing 66, 115
spelling 48
spreadsheets 184–186
stacks 40
static 226, 227
status, Facebook 137
stereo headsets 76, 77
stop scrolling gesture 25
storage space 56, 237
streaming
music 150
videos 149
supported file types. *See* file types; *specific file types*
swapping phone calls 72
swipe gesture 22, 241
switching
messaging accounts 97
phone calls 72
sheets 186
slides 186
views 98
Sym key 13, 241
symbols 46
Sync deleted emails option 88
Sync Now option 119
synchronization 57–58, 60–62, 228–230
cloud 57, 60
contacts 110
desktop organizers 57, 61
email 84, 88, 90, 110, 121
Exchange accounts 61
Exchange servers 229, 230
Facebook accounts 61, 123
Google accounts 61
manual 128

online accounts for 228
online calendars 110, 121, 123, 128, 228
online contacts 110, 111, 120, 122
retrieving information and 8, 229
third-party 61, 110, 122
troubleshooting 228–230
VZ Navigator 178
Yahoo! accounts 61
Synergy feature
about 8
calendars 121
contacts 110, 121
defined 242
email 84, 110, 121
Google accounts 8, 61
linked contacts 110
merged views 233
Messaging 97
online accounts and 51
system information 203
system updates 27–28, 242

T

tap gesture 22, 225, 242
task lists
assigning tasks to 130
creating 128
deleting 132
reordering items in 131
sorting 131
tasks
backup summary 198, 200
completing 130, 132
creating 129–130
deleting 132
displaying 131
due dates for 132
editing 131
exporting 217
priorities 131
Tasks application 128–132, 200
TDD devices 81
technical support 10
temperature ranges 245
tests. *See* Quick Tests; Interactive Tests
text
See also information
copying, cutting 49
display size 185, 188
finding 188
formatting 90, 94
pasting 49
selecting 26
Text Assist application 48, 200
text messages 96–103
addressing 99
blocking 102
contact information and 101, 102
copying 102
creating 98–99
deleting 102
displaying 101
forwarding 101
links in 150
notifications and 107
phone calls and 68, 70, 73
roaming and 80
sending 97, 98–99
troubleshooting 231
text selection gestures 26
text telephones. *See* TTY/TDD devices
third-party applications
adding 192
backup summary 200
compatibility 225
data transfer 142, 150
freeing internal memory and 238
losing 235, 236
searching for 35
specifications 248
synchronization by 57, 61, 110, 122, 229
troubleshooting 237
throwing gesture 23
thumbnails 140, 143, 234, 236
time formats 203
times 202
Tips (Help application) 10
title bar icons 14
Top view 16
touchscreen 13, 14, 21
See also screens
Touchstone charging dock 18
traffic information 175
transferring data 56–61, 110, 122, 142, 150
trash folder 94
triple-toggle 215
troubleshooting 205, 214–238
Amazon MP3 service 234
back cover 223–224
battery 220–224
calendars 233
camera 234
contacts 233
data transfer 235, 237
email 229, 231
files 235
hands-free devices 227
memory 237
messaging 231
music 234
notifications 232
performance 225
phones 204, 226–227
pictures 234
screen 223
synchronization 228–230
third-party applications 237
updates 236
videos 234
Wi-Fi 232
trusted partnerships. *See* pairing
TTY/TDD devices 15, 81
Turn Off And Erase Data option 201
Turn on/off Airplane Mode option 20
turning on and off
advanced gestures 207
airplane mode 20
automatic backup 201
Bluetooth feature 179
contact matches 78
delivery receipts 102
Flash content 168

Google Services 174
GPS 174
international dialing 78
phone 18, 215
screen 19
system sounds 210
Wi-Fi 159
wireless services 19
TXT files 184

U

universal search. *See* Just Type
unlinking contacts 117
unlocking screens 208
unread emails 93
untimed events 125
See also calendars; events
up gesture 24, 39
updates
applications 194, 239
billing accounts 195
Palm profile 202
phone 27–28, 242
Quickoffice 186
troubleshooting 236
uploading
pictures 144–145
videos 147
uppercase letters 46
URLs 169, 170
USB cable 9, 56
USB Drive mode 56, 142, 235, 237
USB Drive storage
certificates 205
disconnecting 142, 153, 211
downloaded files 172
erasing from 204, 235
music 151
pictures 142
user names 107
user profile 8, 241
user safety information 252

V

vCards 110, 121
Verizon Wireless
boosters 18
conference call support 72
data connections 14, 18, 20, 27, 70
international dialing 67, 79
internet connectivity 232
location sharing support 177
messaging support 232
modem support 181
roaming 80
support 59
video playback controls 148, 149
Video Roll album 147
videos 146–150
as attachments 99
backing up 56, 200
copying 57
deleting 148
editing 146
playback controls 148, 149
recording 146
searching for 32, 149, 150
sharing 147, 150
troubleshooting 234
uploading 147
watching 147–148, 149
YouTube 149
views 8
See also cards
virtual private network. *See* VPN
Voice Network 80
voicemail 69, 115
volume
alarm 135
default 13
phone call 70
ringtone 135, 211
system sounds 209
troubleshooting 226
VPN profiles 164–166
backup summary 200
Cisco AnyConnect 165
connecting to 166
deleting 166
disconnecting from 166
editing 166
statistics for 166
VPNC 164
VZ Navigator 175–179
buying 175
location information 177
preferences for 178
weather 176

W

waking up screen 19
wallpaper 142, 144, 200, 207
See also Card view
Wallpaper album 142
wallpaper USB folder 142
WAV files 150, 210
weak encryption method 165
weak signals 226
weather 121, 176
web addresses 169, 170
Web application 167, 173, 200
web browser 167, 173
web pages
bookmarking 169–171
browsing history for 172
cache for 173
dialing from 68
display options for 168
entering information on 168, 233
Flash content in 168
images on 233
Launcher icons for 169
navigating through 168
opening 167, 171
recently viewed 171
refreshing 168
sharing 168, 171, 238
troubleshooting access to 232
web search 31
web-based email 84–87
webOS Doctor 216, 236
webOS platform 8, 27, 242
websites
accessing customer support 10
accessing secure 167, 233
blocking popups from 172
browsing 80, 159, 179
connecting to 158, 167
disabling JavaScript for 172

freeing internal memory and 238
opening a second browser 168
playing music from 150
playing videos from 149
searching for 31, 167
troubleshooting connections to 232
uploading to 144–145
Week view 126
weight specifications 245
Wi-Fi
See also wireless services
access points 158
authentication 158
backup summary 200
connecting to 158, 159–160
coverage areas 158
disconnecting from 161
hotspots 162–164
icons 14
known networks 161
network types 158
removing networks 161
sleep settings 161
system updates and 27
troubleshooting 232
turning on and off 158
usage 158
Windows computers
data transfer from 60, 217
phone drive 56, 142, 153, 211
Windows Mobile 225
wired headsets 77
wireless networks 158
wireless services
icons for 14
restarted phone and 227
system updates and 27
turning on and off 19, 20
WLANs. *See* wireless networks
Word files 184, 184–186
WPA 162
WPA2 162

X

XLS files 184
XLSX files 184

Y

Yahoo! accounts 60, 84, 244
YouTube application 32, 148, 149–150, 244

Z

zoom in gesture 24, 241
zoom out gesture 24, 241